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SAN FRANCISCO HEALTH AUTHORITY

BENEFICIARY COMMITTEE

AGENDAS AND MINUTES

2000 – 2002

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BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
 Ph: 346-5584

Maria Luz Torre, Chair
 Ph: 276-2941

8.20

14/2000

Meeting Agenda
Friday, January 14, 2000
1:00 P.M. - 3:00 P.M.
25 Van Ness at Market
3rd Floor Conference Room
San Francisco

DOCUMENTS DEPT.

JAN - 7 2000

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- 1:00pm**
- I. Welcome & Introductions**
 - II. Adopt Agenda/Approve Minutes**
 - III. Reports**
 - 1. Chairs & Governing Board: Frederick Hobson & Maria Luz Torre
 - 2. Quality Improvement: Robert Planthold
 - 3. Grievance Review & Accessibility: Edward Evans & Sandra Estrada
 - 4. S.F.H.P Staff Reports
 - 5. Other
 - IV. Swearing In of Governing Board Member Frederick Hobson**
Term 1/15/00-1/15/03

1:30pm

 - V. Resolution on Health Plan Enrollment of Committee Members**
 - VI. Goals for 2000**

2:45pm

 - VII. Consideration of Prospective Committee Members**
 - VIII. Calendar**
 - IX. Announcements**

3:00pm

 - X. Adjournment**

Please Note These Upcoming SFHA Meetings:

- | | |
|--------------------------|------------------|
| • Governing Board: | March 1, 2000 |
| • Beneficiary Committee: | February 4, 2000 |
| • Quality Improvement | March 1, 2000 |
| • Finance Committee | January 24, 2000 |

For information about the Beneficiary Committee, please call Frederick Hobson at 346-5584, or Maria Luz Torre at 276-2941.

Meetings are public and wheelchair accessible. The Committee requests accommodation for those with allergies or chemical sensitivity. Please refrain from the wearing of scented

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Beneficiary Committee Minutes
January 14, 2000

Members Present: Joanne Alvergue Carey Eckard, Sandra Estrada, Edward Evans, Elia Fernandez, Ninfa Gonzalez, Frederick Hobson, Susan Larara, Bob Planthold, Maria Luz Torre

Members Absent Excused: Blesilda Almacen, Marlin Darby

Members Absent: Ulyssiess Moore, Samuel Varnado

Guests:

SFHP Staff: Anita Schatz

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JAN 27 2000

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I. Introductions

Introductions were made.

II. Agenda and Minutes:

The agenda was approved. The minutes from the December 3, 1999 meeting were approved.

III. Committee Reports:

1. Chair & Governing Board Report-Frederick Hobson & Maria Luz Torre

There was no Governing Board report as there was no December Governing Board meeting. Maria Luz Torre reported on the Prop 10 Cigarette Tax. She informed the Committee that the monies generated from this tax will go to health care, child care and parent support services. Some groups are advocating use of these monies for mental health services also. Maria Luz will write a letter to the State to ask that child care be the primary receiver of these funds. Frederick Hobson reported on the Consumer's Union. He stated that many children and families had lost their Medi-Cal coverage due to issues of both communication and understanding with DHuS. Thanks to the attention and intervention of the Beneficiary Committee, San Francisco County is now actively working to solve these problems and see that they do not reoccur. SFHP staff turn-over was discussed. A 4% COLA was suggested to the Governing Board but was not approved. The Committee was

reminded of its obligation for confidentiality. All members were in complete agreement.

2. Quality Improvement Committee-Robert Planthold

Robert Planthold reported that the next Q.I. meeting would deal with the Year 2000 work plan. The 1999 audit looks good. SFHP is hiring more Q.I. staff and this is a positive move. Issues on asthma and adolescent care were raised by the Committee and will be taken to the Q.I. meeting. The issue of notification of PCP terminations or resignations was addressed. The Committee felt strongly that member notification should be mandatory. This issue will be brought to the next Q.I. meeting.

3. Grievance & Accessibility-Ed Evans

Ed Evans reported that a Customer Support Manager (formerly known as Grievance Coordinator) has been hired. He reported that she seems to be very effective. Access issues for both the disabled and general populations were discussed and those issues will continue to be raised at the GAR Committee.

4. Other

There were no other Committee Reports.

- IV.** Frederick Hobson was sworn in for his second term on the SFHP Governing Board. His term of office is from January 15, 2000 through January 14, 2003.
- V.** A resolution requiring all Beneficiary Committee members to join the Plan was introduced. This resolution was approved unanimously with the amendment adding that "the Plan has been in operation for three years and it is time now " to the language.
- VI.** Committee goals for the year 2000 were discussed. The Committee would like to explore the possibility of transportation vouchers and/or child care for members in need of such help to be able to keep their doctor's appointments. Several issues for clarification or research with the Medical Director and other Plan staff were suggested. They include prescription medicines clarification, formulary issues, accessibility for the disabled, vision care and medical supply provider issues. Committee members would like to discuss participating with SFHP staff in provider site visits. The Committee would also like to have a Conference fund, allowing members to attend educational and informational conferences on issues impacting all Plan members.

- VII. There were no new members for consideration.
- VIII. There were no items for next month's agenda.
- IX. The status of the Committee's meeting space was discussed. February's meeting will still be held at 25 Van Ness. Any changes in meeting site will be announced as soon as they are made.
- X. The meeting was adjourned at 3:05p.m.

Frederick Hobson, Chair

Maria Luz Torre, Chair

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
 Ph: 346-5584

Maria Luz Torre, Chair
 Ph: 276-2941

Meeting Agenda

Friday February 4, 2000

1:00 P.M. - 3:00 P.M.

25 Van Ness at Market
 5th Floor Conference Room
 San Francisco

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JAN 27 2000

**SAN FRANCISCO
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- 1:00pm**
- I. Welcome, Introductions & Roll Call**
 - II. Adopt Agenda/Approve Minutes**
 - III. Reports**
 - 1. Chairs & Governing Board: Frederick Hobson & Maria Luz Torre
 - 2. Quality Improvement: Robert Planthold
 - 3. Grievance Review & Accessibility: Edward Evans & Sandra Estrada
 - 4. S.F.H.P Staff Reports
 - 5. Other
 - IV. Remarks & Discussion with Shahnaz Nikpay, CEO, SFHP**
 - V. Remarks & Discussion with New SFHP Staff**
 Karen Smith-Medical Director & Elaine Strahlendorf-Customer Support Manager
 - VI. Consideration of Prospective Committee Members**
 - VII. Calendar Items**
 - VIII. Announcements**
 - IX. Adjournment**

Please Note These Upcoming SFHA Meetings:

- Governing Board: March 1, 2000
- Beneficiary Committee: March 3, 2000
- Quality Improvement Committee: March 1, 2000
- Finance Committee: February 28, 2000

For information about the Beneficiary Committee, please call Frederick Hobson at 346-5584, or Maria Luz Torre at 276-2941.

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FEB 25 2000

**February 4, 2000
Beneficiary Committee
Meeting Minutes**SAN FRANCISCO
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Members Present: Joanne Alvergue, Marlin Darby, Sandra Estrada, Edward Evans, Elia Fernandez, Frederick Hobson, Maria Luz Torre, Ulyssies Moore, Bob Planthold, Samuel Varnado,

Members Absent Excused: Blesilda Almacen, Cary Eckard

Members Absent: Ninfa Gonzalez, Susan Larara

Guests: Dale Butler, Field Representative SEIU Local 790, Roma Guy, President S.F. Health Commission, Shahnaz Nikpay, CEO SFHP, Karen Smith, Medical Director SFHP

SFHP Staff: Valerie Bistline

I. Welcome, Introductions and Roll Call:

Introductions were made. Dale Butler who is replacing Josie Mooney as Labor's representative on the Governing Board was introduced. Stephanie Hughes, a potential new member, was also introduced.

II. Approval of Agenda & Minutes

The agenda was approved unanimously. The minutes were adopted with an amendment correcting the information that Maria Luz Torre was writing a letter to the City, not the State regarding the Prop 10 Cigarette Tax.

III. Committee Reports:

Chair & Governing Board Report-Frederick Hobson & Maria Luz

There was no Governing Board report as the Governing Board does not meet until March. The resolution passed at the January Committee meeting regarding committee membership in the Plan was signed and distributed to those members currently not enrolled as members of SFHP.

Q.I. Report-Robert Planthold

Robert reported that as of the last Q.I. Committee meeting enrollment was up Plan-wide by 4.2%, all four lines of business have increased and the Plan now has approximately 28,000 members. He handed out information on the new media campaign as well as on a study of disabled accessibility of providers. This study showed that while not every provider is currently in compliance with ADA regulations, most are. He also reported on the new asthma program "Better Breathing", stating that this is a new and innovative approach which includes home visits and case management. The Plan is also preparing for a study involving

chlamydia. The after hours consult study just completed indicated that the Plan have made improvement in that area. As usual, there are several more upcoming audits, but none of the previous audits have provided any significant adverse findings.

GAR Report-Ed Evans & Sandra Estrada

Ed Evans reported that there had been no GAR meeting in January. He also stated that accessibility should continue to be emphasized.

SFHP Staff Report:

There was no staff report.

VII. Consideration of New Members

As Shahnaz Nikpay had not arrived as yet, this item was taken out of order. Frederick introduced Stephanie Hughes again and asked her to give the Committee a little information on her background. Stephanie discussed her involvement on a variety of consumer issues from schools to homelessness and how and why she became involved in them. She is currently a member of the Plan and expressed a desire to become a member of the Committee. A motion was made and seconded to waive the two meeting rule in Stephanie's case. The motion passed unanimously and then she was unanimously approved as a new member.

IV. Remarks & Discussion with Shahnaz Nikpay, CEO SFHP

Shahnaz was welcomed to the Committee and presented with a Certificate of Appreciation from Frederick on behalf of the Beneficiary Committee. Shahnaz gave an update on the Plan. She reported on Plan membership, the cooperative efforts between the Plan and Department of Human Services to inform members of all the Medi-Cal programs available, on new aid codes and how they will effect membership and on outreach and education efforts and programs.

V. Remarks & Discussion with Karen Smith, M.D. Medical Director, SFHP

Dr. Smith was introduced and gave a brief statement on her experiences and background and explained her vision for the Plan. She discussed some of the Plan's new programs including "Better Breathing" (Asthma) and the Domestic Violence Prevention Program. This Domestic Violence Program may be the first of its kind implemented by a health plan and should be up and running by the middle of the year. The asthma program has already enrolled its first members and the hope is to have all Plan members with asthma in the program within the next three years.

VI. Remarks & Discussion with Roma Guy, President S.F. Health Commission & New Governing Board Member

Ms. Guy was introduced by Frederick and spoke about her desire to learn more about the Plan. She gave a brief overview of her experience and interests. She assured the Committee that her commitment is to quality health care for all San Franciscans and that she hopes to work with both the Governing Board and Beneficiary Committee in an effort to see the Plan continue to move in that direction.

VIII. Calendar

There were no items to be calendared. Frederick asked members to call him if they wished to have a particular item on the agenda for next month.

IX. Announcements

Ed Evans announced a Pancake Breakfast being held on February 13, 2000 at Bodecker Park and invited the Committee members to come.

X. Adjournment:

The meeting was adjourned at 2:59 P.M.

Date Approved: _____

Chair: _____

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
Ph: 346-5584

Maria Luz Torre, Chair
Ph: 276-2941

Meeting Agenda

Friday March 3, 2000

1:00 P.M. - 3:00 P.M.

25 Van Ness at Market
3rd Floor Conference Room
San Francisco

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FEB 25 2000

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- 1:00pm** **I.** Welcome, Introductions & Roll Call
- II.** Adopt Agenda/Approve Minutes
- 1:15pm** **III.** Reports
1. Chairs & Governing Board: Frederick Hobson & Maria Luz Torre
2. Quality Improvement: Robert Planthold
3. Grievance Review & Accessibility: Edward Evans & Sandra Estrada
4. S.F.H.P Staff Reports
5. Other
- 1:45pm** **IV.** Remarks & Discussion with Elaine Strahlendorf.-Customer Support
 Manager, SFHP
- 2:15pm** **V.** Remarks & Discussion with Dale Butler, Field Representative SEIU
 San Francisco Health Plan Governing Board Member
- 2:45pm** **VI.** Consideration of New Members
- VII.** Calendar Items
- VIII.** Announcements
- 3:00pm** **IX.** Adjournment

Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|----------------|
| • Governing Board: | March 1, 2000 |
| • Beneficiary Committee: | March 3, 2000 |
| • Quality Improvement Committee: | March 1, 2000 |
| • Finance Committee: | April 24, 2000 |

For information about the Beneficiary Committee, please call Frederick Hobson at 346-5584,
or Maria Luz Torre at 276-2941.

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for those with allergies or chemical sensitivity. Please refrain from the wearing of scented
products.**

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APR - 3 2000

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**March 3, 2000
Beneficiary Committee
Meeting Minutes**

Members Present: Blesilda Almacén, Joanne Alvergue, Sandra Estrada, Edward Evans, Elia Fernandez, Ninfa Gonzalez, Frederick Hobson, Stephanie Hughes, Susan Larara, Maria Luz Torre, Bob Planthold, Samuel Varnado

Members Absent Excused:

Members Absent: Ulysiess Moore, Marlin Darby

Guests: Dale Butler, Field Representative SEIU Local 790, Elaine Strahlendorf, Customer Support Manager, SFHP

SFHP Staff: Valerie Bistline

I. Welcome, Introductions and Roll Call:

Frederick called the meeting to order at 1:06pm, welcomed everyone and introductions were made.

II. Approval of Agenda & Minutes

The agenda was approved unanimously. The minutes were adopted with the correction that Ninfa Gonzalez was excused from the February meeting.

Committee Reports:

Chair & Governing Board Report-Frederick Hobson & Maria Luz

Frederick reported that Cary Eckard had moved to Tahoe and had resigned from the Committee. He also stated that he had been informed that Shahnaz Nikpay, SFHP CEO had resigned and that Jackie Oliveri, CFO, would be acting as CEO until a new CEO is in place. He then reported on the Governing Board meeting held on March 1, 2000. Frederick reported that all of the new Board members, as well as the new Medical Director, were in attendance and introduced. Enrollment figures show the Plan at almost 29,000 members. The Child Care Health Coverage Proposal was discussed and will be brought back to the Board in the future. Frederick reported that SFHP intends to help provide Q.I./UM oversight to UCSF during their transition. He also stated that the Plan staff still views accessibility as an important issue and that network issues would be discussed further in the May Governing Board meeting which will be dedicated to Q.I. The Plan reports all grievances and complaints have been resolved in-house and that there are no outstanding issues. The Governing Board unanimously approved Stephanie Hughes' membership on the Beneficiary Committee. The Beneficiary

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APR - 3 2000

**March 3, 2000
Beneficiary Committee
Meeting Minutes**

**SAN FRANCISCO
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Members Present: Blesilda Almacen, Joanne Alvergue, Sandra Estrada, Edward Evans, Elia Fernandez, Ninfa Gonzalez, Frederick Hobson, Stephanie Hughes, Susan Larara, Maria Luz Torre, Bob Planthold, Samuel Varnado

Members Absent Excused:

Members Absent: Ulysiess Moore, Marlin Darby

Guests: Dale Butler, Field Representative SEIU Local 790, Elaine Strahlendorf, Customer Support Manager, SFHP

SFHP Staff: Valerie Bistline

I. Welcome, Introductions and Roll Call:

Frederick called the meeting to order at 1:06pm, welcomed everyone and introductions were made.

II. Approval of Agenda & Minutes

The agenda was approved unanimously. The minutes were adopted with the correction that Ninfa Gonzalez was excused from the February meeting.

Committee Reports:

Chair & Governing Board Report-Frederick Hobson & Maria Luz

Frederick reported that Cary Eckard had moved to Tahoe and had resigned from the Committee. He also stated that he had been informed that Shahnaz Nikpay, SFHP CEO had resigned and that Jackie Oliveri, CFO, would be acting as CEO until a new CEO is in place. He then reported on the Governing Board meeting held on March 1, 2000. Frederick reported that all of the new Board members, as well as the new Medical Director, were in attendance and introduced. Enrollment figures show the Plan at almost 29,000 members. The Child Care Health Coverage Proposal was discussed and will be brought back to the Board in the future. Frederick reported that SFHP intends to help provide Q.I./UM oversight to UCSF during their transition. He also stated that the Plan staff still views accessibility as an important issue and that network issues would be discussed further in the May Governing Board meeting which will be dedicated to Q.I. The Plan reports all grievances and complaints have been resolved in-house and that there are no outstanding issues. The Governing Board unanimously approved Stephanie Hughes' membership on the Beneficiary Committee. The Beneficiary

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per phone
call 4/3/00
(valerie)

Committee's resolution on membership was presented to the Governing Board. Dr. Katz relinquished the Chair to Sophie Wong to participate in the discussion and vote. The vote was 6 to 7 against the resolution. Frederick and Maria Luz will re-introduce this resolution to the Governing Board at a future meeting.

Q.I. Report-Robert Planthold

Robert reported that at the last Q.I. Committee meeting patient care was the primary area of discussion. Patient care is the Plan's most important concern. Robert reported that all of the audits on the Plan so far have had good outcomes, that the UCSF Q.I. issue was discussed at the meeting and will continue to be watched closely. He also talked about some new programs the Plan is beginning, such as, asthma outreach and Eagle Circle.

GAR Report-Ed Evans & Sandra Estrada

Ed Evans reported that there had been no GAR meeting since the last committee meeting. The next meeting will be March 15, 2000.

SFHP Staff Report:

There was no staff report.

IV. Remarks & Discussion with Elaine Strahlendorf, Customer Support Manager SFHP

Elaine was introduced and she gave a brief biography of her past experiences. She talked about the changes in progress at the Plan and the changes she envisions for the future. Her concern is that all members of the Plan know that there is an avenue of redress for any complaints or grievances. She explained that she is in the process of revising the Grievance and Complaint Form and will be making sure that they are available in every provider office.

V. Remarks & Discussion with Dale Butler, Labor Council Representative SFHP Governing Board

Dale Butler spoke briefly regarding his background and experience in labor relations and negotiations. He told the Committee how happy he was to be serving on the Governing Board and that his primary interest was in seeing the Plan provide quality care for all its members.

VI. Consideration of New Members

There were no new members for consideration.

VII. Calendar

There were no items to be calendared. Frederick asked members to call him if they wished to have a particular item on the agenda for next month.

VIII. Announcements

Ed Evans invited the committee to attend the Mayor's Disability Council Conference on Housing for the Disabled on March 17, 2000 at City Hall. The Chairs reminded those committee members who had not as yet joined the Plan to do so as soon as possible.

IX. Adjournment:

The meeting was adjourned at 2:35 P.M.

Date Approved: _____

Chair: _____

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
 Ph: 346-5584

Maria Luz Torre, Chair
 Ph: 276-2941

Meeting Agenda
Friday April 14, 2000
1:00 P.M. - 3:00 P.M.
 25 Van Ness at Market
 3rd Floor Conference Room
 San Francisco

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APR - 3 2000

**SAN FRANCISCO
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- 1:00pm** **I.** Welcome, Introductions & Roll Call
- II.** Adopt Agenda/Approve Minutes
- 1:15pm** **III.** Reports
1. Chairs & Governing Board: Frederick Hobson & Maria Luz Torre
2. Quality Improvement: Robert Planthold
3. Grievance Review & Accessibility: Edward Evans & Sandra Estrada
4. S.F.H.P Staff Reports
5. Other
- 1:45pm** **IV.** Discussion: Selection of Health Plan CEO
- 2:15pm** **V.** Discussion/Action: Beneficiary Committee Representatives to Other
 Health Authority Committees/Boards Be Health Plan Members or Have
 Been Health Plan Members
- 2:45pm** **VI.** Consideration of New Members
- VII.** Calendar Items
- VIII.** Announcements
- 3:00pm** **IX.** Adjournment

Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|----------------|
| • Governing Board: | April 19, 2000 |
| • Quality Improvement Committee: | April 19 2000 |
| • Finance Committee: | April 24, 2000 |
| • Beneficiary Committee: | May 5, 2000 |

For information about the Beneficiary Committee, please call Frederick Hobson at 346-5584,
 or Maria Luz Torre at 276-2941.

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 for those with allergies or chemical sensitivity. Please refrain from the wearing of scented
 products.**

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**April 14, 2000
Beneficiary Committee
Corrected Meeting Minutes**

Members Present: Blesilda Almacen, Joanne Alvergue, Marlin Darby, Sandra Estrada, Edward Evans, Elia Fernandez, Ninfa Gonzalez, Frederick Hobson, Stephanie Hughes, Susan Larara, Maria Luz Torre, Bob Planthold, Samuel Varnado

Members Absent Excused:

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Members Absent: Ulysiess Moore

MAY - 5 2000

Guests:

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SFHP Staff: Valerie Bistline, Valerie Huggins

- I. Welcome, Introductions and Roll Call:**
Frederick called the meeting to order at 1:00pm, welcomed everyone and introductions were made.
- II. Approval of Agenda & Minutes**
The agenda was approved unanimously. The minutes were approved unanimously.
- III. Committee Reports:**

Chair & Governing Board Report-Frederick Hobson & Maria Luz Torre

Frederick reported that there had been no Governing Board meeting since the last Committee meeting. The Board will meet on April 19, 2000. This is a specially called Board meeting to discuss the status of the CEO search. The only other agenda item is regarding set-up of a Board committee to investigate the possibilities for a subsidized health product. Frederick encouraged the Committee to attend the Board and other committee meetings.

Q.I. Report-Robert Planthold

Robert reported that the next Q.I. Committee meeting is scheduled for April 19, 2000. He stated that a large amount of material including the Plan's annual workplan had been sent out and would be reviewed at this meeting. This material was thorough and convincing and included such items as accessibility, cultural and linguistic materials, legal requirements, site review information, special studies done by the Plan, satisfaction surveys and grievances and medication and treatment guidelines. Robert stated that he looks at this material and tries to be sure that it is clear and understandable for the layperson.

GAR Report-Ed Evans & Sandra Estrada

Ed Evans reported that there had been no GAR meeting since the last committee meeting. The next meeting will be April 19, 2000, just prior to the Q.I. Committee meeting..

SFHP Staff Report:

Valerie Bistline reported that she is leaving the Plan and Valerie Huggins will be taking her place as administrative support to the Committee.

IV. Discussion : Selection of Health Plan CEO

Frederick stated that the Committee should have more participation in the selection for the CEO. Frederick spoke about what he expects in an CEO. Frederick discussed the need for a background and reference check for the new CEO. Maria talked about being part of an interview process. Frederick would like someone who has had a friendly relationship with consumers and a good relationship with staff. Maria stated that the committee should have a positive attitude going into its relationship with the new CEO.

V. Discussion/Action: Beneficiary Committee Representatives to Other Health Authority Committees/Boards Be Health Plan Members or Have Been Health Plan Members

The Committee discussed changing its policy to require that all Board and Committee Members from this Committee be/or have been Health Plan Members. This change would presently affect only one member as this requirement is already in place for all other Committee representatives. The Committee discussed other options, but voted to make requirements. All current Beneficiary Committee Members who serve as representatives to other committees will finish their current terms.

VI. Consideration of New Members

There were no new members for consideration.

VII. Calendar

There were no items to be calendared. Frederick asked members to call him if they wished to have a particular item on the agenda for next month.

VIII. Announcements

No announcements

IX. Adjournment:

The meeting was adjourned at 3:00 P.M.

Date Approved: May 5, 2000

Chair: Frederick Hobson

Maria ByTone

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
 Ph: 346-5584

Maria Luz Torre, Chair
 Ph: 276-2941

Meeting Agenda
Friday May 5, 2000
1:00 P.M. - 3:00 P.M.
 25 Van Ness at Market
 3rd Floor Conference Room
 San Francisco

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APR 28 2000

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- | | |
|---------------|---|
| 1:00pm | I. Welcome, Introductions & Roll Call |
| | II. Adopt Agenda/Approve Minutes |
| 1:15pm | III. Reports |
| | 1. Chairs & Governing Board: Frederick Hobson & Maria Luz Torre |
| | 2. Quality Improvement: Robert Planthold |
| | 3. Grievance Review & Accessibility: Edward Evans & Sandra Estrada |
| | 4. S.F.H.P Staff Reports |
| | 5. Other |
| 1:45pm | IV. Discussion: Remarks and Discussion from Interim CEO Jackie Oliveri |
| 2:30pm | V. Consideration of New Members |
| | VI. Calendar Items |
| | VII. Announcements |
| 3:00pm | VIII. Adjournment |

Please Note These Upcoming SFHA Meetings:

- | | |
|--------------------------|---------------|
| • Governing Board: | June 7, 2000 |
| • Beneficiary Committee: | June 9, 2000 |
| • Quality Improvement: | June 14, 2000 |
| • Finance Committee: | July 31, 2000 |

For information about the Beneficiary Committee, please call Frederick Hobson at 346-5584, or Maria Luz Torre at 276-2941.

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JUN 12 2000

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May 5, 2000
Beneficiary Committee
Meeting Minutes

Members Present: Joanne Alvergue, Sandra Estrada, Edward Evans, Elia Fernandez, Ninfa Gonzalez, Frederick Hobson, Susan Larara, Maria Luz Torre, Ulysiess Moore, Bob Planthold

Members Absent Excused: Blesilda Almacen, Marlin Darby, Stephanie Hughes

Members Absent: Samuel Varnado

Guests:

SFHP Staff: Valerie Huggins, Jackie Oliveri

I. Welcome, Introductions and Roll Call:

Frederick called the meeting to order at 1:00pm, welcomed everyone and introductions were made.

II. Approval of Agenda & Minutes

The agenda was approved unanimously.

III. Committee Reports:

Chair & Governing Board Report-Frederick Hobson & Maria Luz

Frederick reported from the last Governing Board meeting. Sophie Wong was elected Vice-Chair. Frederick also reported a new Board Committee was established and they would be looking at areas of growth for the Health Plan. Frederick will be serving on this Committee. Frederick and Maria met with Eunice Azzani from the CEO Search Firm on Monday May 1st to discuss concerns and what Beneficiaries would like to see in the new CEO.

Q.I. Report-Robert Planthold

Robert reported that the Q.I. group met Wednesday night April 19th. He stated there was an significant medical issue that came up that was confusing and unclear even to the Medical Professionals. One recommendation about a certain vaccine of Rubella, "when and how of what form should it be given to pregnant women? This caused a debate that's been clarified and corrected. Robert's question was "Is it in a form of something called TIGER?" and "when should it be given to pregnant women?" Those were some of the things that were unclear.

GAR Report-Ed Evans & Sandra Estrada

Frederick reported that there was no GAR meeting due to no quorum. Ed Evans showed up alone. The next meeting is scheduled for June 14, 2000, just prior to the Q.I. Committee meeting.

SFHP Staff Report:

There was no staff report.

IV. Discussion: Remarks and Discussion from Interim CEO Jackie Oliveri

Jackie stated that she has been told by the recruiters that the process of the search for the new CEO should be done by the end of June. She also mentioned that the process is going to be open. Jackie reported at the last Governing Board meeting Capitation rate reduction. Jackie stated that out of all the Health Plans in the city that we've done the best job with contracting with Safety Net Providers, our score was 97 and about 30 points ahead of the nearest competitors. It also gives us a \$3.00 a month reduce premium of members signing up with us.

V. Consideration of New Members

There were no new members for consideration.

VI. Calendar Items

There were no items to be calendared.

VII. Announcements

Ed Evans invited everyone to a Health Safety Fair on July 8th from 11am-2pm. Frederick invited the Committee to attend a meeting at the new State Building on Monday May 15th from 5pm-7pm.

VIII. Adjournment:

The meeting was adjourned at 2:40 pm.

Date Approved: _____

Chair: _____

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
Ph: 346-5584

Maria Luz Torre, Chair
Ph: 276-2941

Meeting Agenda
Friday June 9, 2000
1:00 P.M - 3:00 P.M
San Francisco Health Plan
568 Howard St.
5th Floor Conference Room

DOCUMENTS DEPT.

JUN - 1 2000

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- 1:00pm** **I.** Welcome, Introductions & Roll Call
- II.** Adopt Agenda/Approve Minutes
- 1:15pm** **III.** Reports
1. Chairs & Governing Board: Frederick Hobson & Maria Luz Torre
2. Quality Improvement: Robert Planthold
3. Grievance Review & Accessibility: Edward Evans & Sandra Estrada
4. S.F.H.P Staff Reports
5. Other
- 1:45pm** **IV.** Discussion/Action: Motion Opposing the Fingerprinting of Cal-Works Recipients
- V.** Discussion/Action: Nomination and Election of the Beneficiary Committee Representative to Quality Improvement Committee for a Three-Year Term
- Please note nominees must have SFHP enrollment experience
- 2:30pm** **VI.** Discussion/Action: Consideration of New Members
- VII.** Public Comment
- VIII.** Announcements
- 3:00pm** **IX.** Adjournment

Please Note These Upcoming SFHA Meetings:

- Governing Board: July 5, 2000
- Beneficiary Committee: July 7, 2000
- Finance Committee: July 31, 2000
- Quality Improvement: Aug. 2, 2000

For information about the Beneficiary Committee, please call Frederick Hobson at 346-5584, or Maria Luz Torre at 276-2941.

Meetings are public and wheelchair accessible. The Committee requests accommodation for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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June 9, 2000
Beneficiary Committee
Meeting Minutes

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Members Present: Blesilda Almacen, Joanne Alvergue, Sandra Estrada, Edward Evans, Elia Fernandez, Ninfa Gonzalez, Frederick Hobson, Stephanie Hughes, Susan Larara, Samuel Varnado

Members Absent Excused: Maria Luz Torre

Members Absent: Marlin Darby, Ulysiess Moore, Robert Planthold

Guests:

SFHP Staff: Valerie Huggins

I. Welcome, Introductions and Roll Call:

Frederick called the meeting to order at 1:15pm, welcomed everyone and introductions were made.

II. Approval of Agenda & Minutes

The agenda was adopted and minutes of May 5, 2000 were approved.

III. Committee Reports:

Chair & Governing Board Report-Frederick Hobson & Maria Luz

Frederick reported that Maria Luz was absent because she was attending a conference in Maryland. Frederick gave a summary of the Governing Board meeting of June 7th. The first was the proposed amendment from the Beneficiary Committee that would require all members of the Committee to have enrolled in our Health Plan. The second was the creation of a public at-large seat on the Quality Improvement Committee, a seat that was designed for Robert Planthold. Both items should be scheduled for action at the next Governing Board meeting. The Board also adopted the Quality Improvement Committee/Program report and statistics from the past year, and approved the plan for the coming year with the addition of the development of a local list of dentists that will be user friendly to our health plan members and provided to them by our member services/provider services departments. The Board also approved a temporary increase in the salary for our acting CEO. Members of the Board discussed the timeline and process of selecting a new permanent CEO.

Q.I. Report-Robert Planthold

There was no report as the representative was absent. The QIC will meet on June 14th.

GAR Report-Ed Evans & Sandra Estrada

There was no meeting to be reported on. Members asked the representatives to attend Grievance meetings.

SFHP Staff Report:

There was no staff report.

Other Report:

There were no other report:

IV. Discussion/Action: Motion Opposing the fingerprinting of Cal-Works Recipients

The motion was amended to include opposition to the fingerprinting of food stamps recipients and asking the Governor to include funding for food stamps for legal immigrants in the budget. The amended motion was adopted unanimously.

V. Discussion/Action: Nomination and Election of the Beneficiary Committee Representative to serve on the Quality Improvement Committee for a new two-year term beginning immediately

The Chair spoke about the importance of the Quality Improvement Committee and Program and how many of the Beneficiary Committee goals remain unmet. He also spoke of the requirement adopted by the Committee specifying that all Beneficiary Committee representatives who serve on the Governing Board, Grievance Committee, Quality Improvement Committee, or any other bodies of the Board or Health Plan have enrollment experience in the health plan. Frederick said that because Robert Planthold felt we were being unfair to him that Robert's name would be entered into nomination. Edward Evans was also nominated. There were no other nominations. The vote for Edward Evans was 10 and the vote for Robert Planthold was 0. Edward Evans was elected to be the Beneficiary Committee representative on the Quality Improvement Committee beginning at its next meeting on June 14th. Committee members were encouraged to attend this meeting.

VI. Discussion /Action : Consideration of New Members

There were no prospective new members in attendance to be considered for membership at this meeting. Members were encourage to bring prospective new members to our meetings. New members must be enrolled in the San Francisco Health Plan at the time they become members of the Beneficiary Committee.

VII. Public Comment

There was no public comment.

VIII. Calendar Items

There were two items for agenda at the July 7th meeting of the Committee: Vision Care and DentiCal.

IX. Announcements

There were no announcements

X. Adjournment

The meeting was adjourned at 3:00pm.

Date Approved:

July 7, 2000

Chair:

Frederick Hobson

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
 Ph: 346-5584

Maria Luz Torre, Chair
 Ph: 276-2941

Meeting Agenda
Friday July 7, 2000
1:00 P.M. - 3:00 P.M.
 568 Howard St. @ 2nd St.
 5th Floor Conference Room

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JUN 27 2000

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- 1:00pm** **I.** Welcome, Introductions & Roll Call
- II.** Adopt Agenda/Approve Minutes
- 1:15pm** **III.** Reports
1. Chairs & Governing Board: Frederick Hobson & Maria Luz Torre
2. Quality Improvement: Edward Evans
3. Grievance Review & Accessibility: Edward Evans & Sandra Estrada
4. S.F.H.P Staff Reports
- 1:30pm** **IV.** Closed Session: Discussion/Action Threatened Litigation by Robert Planthold
- Closed Session: Discussion/Action Consideration of Censure and Suspension of Membership of Robert Planthold
- 2:00pm** **V.** Presentation and Discussion on SFHP Vision Care: Betsy Price & Tina Outzen
- 2:30pm** **VI.** Presentation and Discussion on Dental-Cal: "Tentative"
- VII.** Discussion/Action: Consideration of New Members
- VIII.** Public Comment
- IX.** Calendar Items for Next Meeting
- X.** Announcements
- 3:00pm** **XI.** Adjournment

Please Note These Upcoming SFHA Meetings:

- | | |
|--------------------------|---------------|
| • Finance Committee: | July 31, 2000 |
| • Quality Improvement: | Aug. 2, 2000 |
| • Beneficiary Committee: | Aug. 4, 2000 |
| • Governing Board: | Sept. 6, 2000 |

Meetings are public and wheelchair accessible. The Committee requests accommodation for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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AUG - 9 2000

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July 7, 2000
Beneficiary Committee
Meeting Minutes

Members Present: Blesilda Almacén, Joanne Alvergue, Sandra Estrada, Edward Evans, Elia Fernandez, Ninfa Gonzalez, Frederick Hobson, Stephanie Hughes, Susan Larara, Maria Luz Torre, Samuel Varnado

Members Absent Excused: Marlin Darby

Members Absent: Ulysiess Moore, Robert Planthold

Guests: Tina Outzen, Betsy Price and David Noel DDS of Denti-Cal

SFHP Staff: Kirsten Hopkins, Camila Chavez

I. Welcome, Introductions and Roll Call:

Frederick called the meeting to order at 1:30pm, welcomed everyone and introductions were made.

II. Approval of Agenda & Minutes

The agenda was adopted and minutes of June 9, 2000 were approved.

III. Committee Reports:

Chair & Governing Board Report-Frederick Hobson & Maria Luz

Frederick reported from the last Governing Board meeting that a quorum was not achieved. Although a quorum was not achieved there was a lively discussion about creating a public at large seat for the Quality Improvement Committee and appointing Robert Planthold to that seat once it is created. Discussion was also centered around appointing Ed Evans immediately to the vacant Beneficiary Committee seat on the Quality Improvement Committee. Frederick stated that there was a lot of support for the Beneficiary Committee. Jack Fries Chair of the Finance Committee spoke very eloquently in our defense and stated that the Committee should be able to choose its leadership free of interference. Dr. Randall Low who represents the S.F. Medical Society wanted to know why the Governing Board Chair was making decisions for the Committee that the Health plan enrollees should be making for themselves. Frederick stated that this would be scheduled for action as a voting item at the next Governing Board meeting. The Board was scheduled to meet in closed session to consider the budget for this fiscal year, since there was no quorum no action could be taken on that item. It would go over to the next meeting which is scheduled for September 6th.

Q.I. Report-Ed Evans

There were no meeting to be reported on.

GAR Report-Ed Evans & Sandra Estrada

There was no meeting to be reported on. Ed Evans stated that he is open to any problems or suggestions that anyone has that he can bring up to the upcoming QI and GAR meetings. Ed also mentioned that one of the areas that he would be looking into is the access to this building for wheelchairs.

SFHP Staff Reports

There was no staff reports.

Other Reports:

There were no other reports.

IV. Closed Session:

The Beneficiary Committee voted unanimously (11-0) to censure and remove from membership Robert Planthold.

V. Presentation and Discussion on SFHP Vision Care: Betsy Price & Tina Outzen

The Committee members expressed their dissatisfaction with the current arrangements with VSP to have the lenses manufactured by the Prison Authority, as well as expressed that they did not feel they received good customer service whenever they called VSP and identified themselves as SFHP MediCal enrollee. Betsy and Tina explained that it is a DHS/State decision to use the Prison Authority to manufacture lenses and it is not something that SFHP or VSP can directly influence. It was suggested that Frederick contact local legislators to see if they can get someone to sponsor a bill that would call DHS to open up the contract for lenses manufacturing to other agencies or companies besides the Prison Authority. Betsy and Tina agreed that they would get a VSP representative to come speak at the next Committee meeting, if possible, or the following one, to hear the Committee's issues and respond accordingly. One of the Committee members stated that it would be helpful if there was a guide on how to use the VSP benefits. Betsy handed out a VSP guide that we have in-house and is printed by VSP, which summarizes the benefits and gives contact information.

VI. Presentation and Discussion on Denti-Cal: David Noel

David Noel DDS of Denti-Cal gave a presentation on Denti-Cal. He spoke about the different kinds of services that they offer and who to call in case of a complaint. He also spoke about what is covered and not covered by Denti-Cal. A member of the Committee raised certain concerns about the services of Denti-Cal. Susan felt that the service was not up to her expectations and that there should be some kind of manual that should be given to the SFHP MediCal enrollee or a list of the local dentists. David Noel

suggested that he would have the Director of the Outreach Program meet with the Committee and make sure that a relationship is established to work with the Committee and its issues. He would bring these issues back to Dr. Reed Snow and the Dental Outreach Staff from Delta Dental. He would also make sure that Dr. Snow returns a call next week.

VII. Discussion/Action: Consideration of New Members

There were no new members.

VIII. Public Comment

There was no public comment.

IX. Calendar Items for Next Meeting

Frederick and Maria Luz informed the Committee that the Beneficiary Committee will be nominating for the Governing Board seat that Maria Luz occupies at the August meeting, for a new 3 year term beginning Jan 15, 2001 and ending on January 14, 2004.

X. Announcements

There were no announcements.

XI. Adjournment

The meeting was adjourned at 3:15pm.

Date Approved: _____

August 4, 2000

Chair: _____

Frederick Hobson

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
Ph: 346-5584

Maria Luz Torre, Chair
Ph: 276-2941

Meeting Agenda
Friday August 4, 2000
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

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JUL 27 2000

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- 1:00pm**

 - I.** Welcome, Introductions & Roll Call
 - II.** Adopt Agenda/Approve Minutes
 - III.** Reports
 - 1. Chairs & Governing Board: Frederick Hobson & Maria Luz Torre
 - 2. Quality Improvement: Edward Evans
 - 3. Grievance Review & Accessibility: Edward Evans & Sandra Estrada
 - 4. S.F.H.P Staff Reports

1:15pm

 - IV.** Discussion /Action: Nomination of Governing Board Representative(Seat II) 3yr.Term Beginning Jan. 15, 2001 and Ending Jan. 14, 2004

1:30pm

 - V.** Discussion on Vision Care: Dawn Costa Managed Care Account Executive for VSP.

2:00pm

 - VI.** Discussion on Dent-Cal: Dr. Reed Snow of Delta Dental

2:50pm

 - VII.** Discussion/Action: Consideration of New Members
 - VIII.** Public Comment
 - IX.** Calendar Items for Next Meeting
 - X.** Announcements

3:00pm.

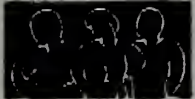
 - XI.** Adjournment

Please Note These Upcoming SFHA Meetings:

- Governing Board: Sept. 6, 2000
- Beneficiary Committee: Sept. 8, 2000
- Quality Improvement: Oct. 4, 2000
- Finance Committee: Oct. 30, 2000

Meetings are public and wheelchair accessible. The Committee requests accommodation for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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HEALTH PLAN

Here for you

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
(415) 346-5584

Maria Luz Torre, Chair
(415) 276-2941

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JUL 27 2000

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July 26, 2000

Dr. Mitchell Katz, Chair
Governing Board
S.F. Health Authority
568 Howard St., 5th Flr.
San Francisco, CA 94105

Dear Chair Katz:

We are in receipt of your correspondence dated July 17, informing us that you intend to schedule an action item for the next Governing Board meeting agenda removing Robert Planthold from membership on the Beneficiary Committee. Thank you for being so helpful. We are certainly aware that the Governing Board has the right to remove a member of any committee for good cause. However, nothing in the ByLaws prohibits a committee from removing a member for good cause. As your letter implies, the Beneficiary Committee, in closed session at its duly noticed meeting of July 7, voted unanimously (11-0) to remove Mr. Planthold from membership. Therefore, Mr. Planthold is no longer a member of the Committee. To have the Governing Board vote to remove Mr. Planthold would be twice removing him. Can this be done? Why?

We cannot but feel that any further action in this matter is not only unnecessary, it is overkill, and leaves the impression that, once again, our rights and processes are being controlled. Why is this necessary? How can this be called cooperative or productive?

Yours Truly,

Frederick Hobson, Chair
Governing Board Member

Maria Luz Torre, Chair
Governing Board Member

cc: Beneficiary Committee
Governing Board
Board of Supervisors
The Honorable Willie Brown

368 HOWARD STREET FIFTH FLOOR SAN FRANCISCO, CALIFORNIA 94105
telephone (415) 547-7800 fax (415) 547-7824 info@sftp.org



July 17, 2000

Frederick Hobson
Chair, Beneficiary Committee
San Francisco Health Authority
P.O. Box 422325
San Francisco, CA 94142

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JUL 27 2000

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Dear Frederick:

I received your letter dated July 7, 2000 regarding the Beneficiary Committee vote to remove Robert Planthold from his seat on the Committee. I respect the Beneficiary Committee's right to recommend to the Governing Board the removal of a Committee member, and we will calendar the recommendation as a closed session item for the next Governing Board meeting.

Sincerely,

MITCHELL H. KATZ, MD
Chair, Governing Board
San Francisco Health Authority

SAN FRANCISCO



HEALTH PLAN

Here for you

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
(415) 346-5584

Maria Luz Torre, Chair
(415) 276-2941

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July 26, 2000

JUL 31 2000

Dr. Mitchell Katz, Chair
Governing Board
S.F. Health Authority
568 Howard St., 5th Flr.
San Francisco, CA 94105

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Dear Chair Katz:

We are in receipt of your correspondence dated July 17, informing us that you intend to schedule an action item for the next Governing Board meeting agenda removing Robert Planthold from membership on the Beneficiary Committee. Thank you for being so helpful. We are certainly aware that the Governing Board has the right to remove a member of any committee for good cause. However, nothing in the ByLaws prohibits a committee from removing a member for good cause. As your letter implies, the Beneficiary Committee, in closed session at its duly noticed meeting of July 7, voted unanimously (11-0) to remove Mr. Planthold from membership. Therefore, Mr. Planthold is no longer a member of the Committee. To have the Governing Board vote to remove Mr. Planthold would be twice removing him. Can this be done? Why?

We cannot but feel that any further action in this matter is not only unnecessary, it is overkill, and leaves the impression that, once again, our rights and processes are being controlled. Why is this necessary? How can this be called cooperative or productive?

Yours Truly,

Frederick Hobson
Frederick Hobson, Chair
Governing Board Member

Maria Luz Torre
Maria Luz Torre, Chair
Governing Board Member

cc: Beneficiary Committee

Frederick Hobson
Frederick Hobson, Chair
Governing Board Member

Maria Luz Torre
Maria Luz Torre, Chair
Governing Board Member

cc: Beneficiary Committee
Governing Board
Board of Supervisors
The Honorable Willie Brown

568 HOWARD STREET FIFTH FLOOR SAN FRANCISCO, CALIFORNIA 94105
telephone (415) 547-7800 fax (415) 547-7824 info@sfhp.org

SAN FRANCISCO



HEALTH PLAN

Here for you

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
(415) 346-5584

Maria Luz Torre, Chair
(415) 276-2941

July 28, 2000

Dr. Mitchell Katz, Chair
Governing Board
S.F. Health Authority
568 Howard St., 5th Flr.
San Francisco, CA 94105

Dear Chair Katz:

We are in receipt of your letter of July 27 informing us of your decision not to calendar a closed session at the next Governing Board meeting to remove Robert Planthold from membership on the Beneficiary Committee. Thank you for your comments and for providing a copy of the letter from Health Authority legal counsel, Eric Gold. As your decision is in keeping with our stated position that such a closed session vote by the Board to remove Mr. Planthold is duplicative, unnecessary, and counterproductive, we do not ask for the Board to take any action on this matter.

The Beneficiary Committee is well within its rights to remove Robert Planthold from membership, as we have done by a unanimous vote in a duly noticed, perfectly legal closed session at the Committee's July 7 meeting. Mr. Planthold was informed of the meeting and pending action both by mail and telephone messages. He chose not to appear. Our staff

move Robert Planthold from membership, as we have done by a unanimous vote in a duly noticed, perfectly legal closed session at the Committee's July 7 meeting. Mr. Planthold was informed of the meeting and pending action both by mail and telephone messages. He chose not to appear. Our actions met conformity with Ralph Brown Public Meeting Act requirements that allow legislative bodies to meet in closed session to discuss and act on "any officer or employee" and the termination of. Mr. Planthold, at the time, was an officer according to you, thusly, our action was in keeping with the Act. This Act further allows closed session if "a statement made by a person in an open and public meeting threatening litigation made on a specific matter within the responsibility of the legislative body." Planthold did so at the Governing Board meeting of March 1. Finally, the Brown Act specifically has removed any requirement for legislative body legal counsel submission of factual basis or legal authority for a closed session. Clearly, the Beneficiary Committee

568 HOWARD STREET FIFTH FLOOR SAN FRANCISCO, CALIFORNIA 94105
telephone (415) 547-7800 fax (415) 547-7824 info@slhp.org

has acted well within our mandate and authority. At all times you, the Board, the Committee, Mr. Planthold, the Health Authority staff, and the public were properly noticed of our intent to remove Mr. Planthold from membership on the Beneficiary Committee. Legal counsel, Eric Gold's submission that the Committee does not have the authority to remove one of its members is inaccurate and misleading. Nothing in the ByLaws prohibits such an action. Indeed, just as the Committee votes an approval of its members, it may also vote a removal of membership.

Mr. Planthold clearly, does not enjoy the confidence or the support of the Committee. The vote to remove him was 11-0. The vote to replace him as our representative on the Quality Improvement Program Committee was 10-0. How much more clear do we need to be. Mr. Planthold has treated the Committee and its members with disrespect and intrigue undermining our ability to act on behalf of the enrollees of the Health Plan. We are in our fourth year of enrollment, yet, he egregiously refuses to join our Health Plan, as all other members of the Committee have

used the committee and its members with disrespect and intrigue undermining our ability to act on behalf of the enrollees of the Health Plan. We are in our fourth year of enrollment, yet, he egregiously refuses to join our Health Plan, as all other members of the Committee have done. He refuses to accept Committee decisions. He has failed in the most fundamental ways to work in a cooperative spirit. He has been the source of division and dismay. We cannot help but wonder why you are so steadfast in your support of him, and your continuing efforts to keep him on a Committee or at a Health Plan when clearly he has offered little but trouble for the beneficiaries of the Health Plan.

Please honor and respect your Health Plan enrollees and have seated our Quality Improvement Program Committee representative, Edward Evans, at the August 2 meeting of that Committee. The membership of Robert Planthold has been revoked.

Yours Truly,

Frederick Hobson

Frederick Hobson, Chair
Governing Board Member

Maria Luz Torre

Maria Luz Torre, Chair
Governing Board Member

cc: Beneficiary Committee
Governing Board
Board of Supervisors
The Honorable Willie Brown
Health Commission

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SEP 11 2000

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August 4, 2000
Beneficiary Committee
Meeting Minutes

Members Present: Blesilda Almacen, Joanne Alverguc, Sandra Estrada, Edward Evans, Elia Fernandez, Ninfa Gonzalez, Frederick Hobson, Gilda Serrano, Maria Luz Torre,

Members Absent Excused: Samuel Vamado

Members Absent: Marlin Darby, Stephanie Hughes, Susan Larara, Ulysiess Moore

Guests: Dawn Costa, Kelly Ivan

SFHP Staff: LaTanya Jefferson, Betsy Price, Gloria Thornton

I. Welcome, Introductions and Roll Call:

Frederick called the meeting to order at 1:30pm, welcomed everyone and introductions were made.

II. Approval of Agenda & Minutes

The agenda was adopted and minutes of July 7, 2000 were approved.

III. Committee Reports:

Chair & Governing Board Report-Frederick Hobson & Maria Luz

Maria Luz gave a brief summary about the meeting she attended that was organized by the SFHP, she mentioned that if you are a Healthy Families member premium for 12 months could pay Family Sponsorship. Maria also attended the Search Committee meeting a few weeks ago for the search of the new CEO. This meeting was to review resumes. Eunice Azani of Korn/Ferry who is doing the search gave a list of 12 names of the applicants that are confidential. Some of these names were eliminated and the Committee was told there are more applicants. The next meeting is held August 22nd there will be more information given then. Frederick mentioned that the State has asked the SFHP to form a Committee to look at issues of compliance and needs of the Healthy Families programs. They have asked us to appoint someone to serve on that Committee. Frederick stated that they must have a representative from the Beneficiary Committee. Maria Luz Torre will represent the Beneficiary Committee. Frederick reported that he attended the Quality Improvement Committee and insisted that Ed Evans be seated as our representative. Ed Evans was not seated.

Q.I. Report-Ed Evans

Ed Evans attended the Q.I. Committee meeting on August 2nd. He presented himself and was not accepted. Dr. Karen Smith said that the matter of his credentials

will be straighten out.

GAR Report-Ed Evans & Sandra Estrada

Ed Evans reported that there were no serious grievances. Everything was handled on a lower level.

SFHP Staff Reports:

There were no staff reports.

Other Reports:

There were no other reports.

IV. Discussion/Action: Nomination of Governing Board Representative (Seat II) 3yr. Term Beginning Jan. 15, 2001 and Ending Jan. 14, 2004

Maria Luz Torre was unanimously chosen for another 3 year term on the Governing Board. The Committee requested that she be appointed without unnecessary delay.

- V. Discussion on Vision Care: Dawn Costa Managed Care Account Executive for VSP**
San Francisco Health Plan Account Executive for VSP Dawn Costa and Kelley Ivan from Vision Care. The both answered many questions that were raised by the Committee. The main concern that was raised was the waiting period of at least 2 weeks to receive eyeglasses. The selection of frames and the fact that they have to go out to the Prison system to be done which could be 2 weeks to a month. The Committee would like to see if there is a way the system could be changed so that they can receive the same services as other people. Dawn Costa briefly explained that VSP is a non-profit organization company that only deals with vision services who work with Medi-Cal members, Commercial members, and Medicaid seniors. When members are not a Medi-Cal member, VSP contracts with 300 private labs and uses it to go ahead and provide the lenses and usually the turnaround time is about 48 hours, 2 to 3 days for those lenses, and VSP would like very much to be able to provide lenses now to Medi-Cal members in that period of time. As a Vision provider we are mandated to follow State requirement, and it is the State of California or Department of Health Services that utilizes the Prison Authority Systems that fabricates the lenses and that process is not a quick turnaround process. VSP is not happy that the turnaround time. They would very much be in favor of changing the process. Handouts on the services currently provided were given to members of the Committee.

- VI. Discussion on Dent-Cal: Dr. Reed Snow of Delta Dental**
Dr. Reed Snow was unable to attend the meeting. This item will be continued.

VII. Discussion/Action: Consideration of New Members

Gilda Serrano was approved as a new member and her approval as a member by the Governing Board was requested for the September 6th meeting.

VIII. Public Comment

No public comment.

IX. Calendar Items for Next Meeting

No calendar items.

X. Announcements

Several announcements were made.

XI. Adjournment

The meeting was adjourned at 3:15pm.

Date Approved: 9/8/2000

Chair: Frederick Hoban

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
 Ph: 346-5584

Maria Luz Torre, Chair
 Ph: 276-2941

Meeting Agenda
Friday September 8, 2000
1:00 P.M – 3:00 P.M
 568 Howard St. @ 2nd St.
 5th Floor Conference Room

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AUG 28 2000

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- 1:00pm I. Welcome, Introductions & Roll Call
- II. Adopt Agenda/Approve Minutes
- III. Reports
1. Chairs & Governing Board: Frederick Hobson & Maria Luz Torre
 2. Quality Improvement: Edward Evans
 3. Grievance Review & Accessibility: Edward Evans & Sandra Estrada
 4. S.F.H.P Staff Reports
- 1:30pm IV. Discussion/Action: Response to the Failure to Appoint Ed Evans to the Quality Improvement Committee
- 1:45pm V. Presentation/Discussion: California Partnership for Children: Hilary Flynn
- 2:45pm VI. Discussion/Action: Consideration of New Members
- 2:50pm VII. Public Comment
- VIII. Calendar Items for Next Meeting
- IX. Announcements
- 3:00pm X. Adjournments

Please Note These Upcoming SFHA Meetings:

- Beneficiary Committee: Oct. 6, 2000
- Finance Committee: Oct. 30, 2000
- Governing Board: Nov. 1, 2000
- Quality Improvement: Nov. 29, 2000
- Grievance Accessibility & Review: Nov. 29, 2000

Meetings are public and wheelchair accessible. The Committee requests accommodation for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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OCT 10 2000

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September 8, 2000
Beneficiary Committee
Meeting Minutes

Members Present: Blesilda Almacén, Joanne Alvergúe, Sandra Estrada, Edward Evans, Elia Fernandez, Ninfa Gonzalez, Frederick Hobson, Dana Hughes, Stephanie Hughes, Ulyssie Moore, Gilda Serrano, Maria Luz Torre, Samuel Varnado

Members Absent Excused: Marlin Darby, Susan Larara

Members Absent: None

Guests: None

SFHP Staff: Valerie Huggins

I. Welcome, Introductions and Roll Call:

Frederick called the meeting to order at 1:15pm, welcomed everyone and introductions were made.

II. Approval of Agenda & Minutes

The agenda was adopted and minutes of August 4, 2000 were approved.

III. Committee Reports:

Chair & Governing Board Report-Frederick Hobson & Maria Luz

Frederick gave a brief summary of the Governing Board meeting that was held Wednesday September 6th. Frederick reported that the Board considered first as an action item on the agenda, was the Committee's proposed amendment to the By-laws that will create an all Health Plan enrollment Committee. The Board voted its approval of Gilda Serrano to the Beneficiary Committee. Ed Evans was then approved to take the seat on the Quality Improvement Committee. The Board then considered the appointment of Robert Planthold as an at large appointment to the Quality Improvement Committee. Mr. Planthold gave a brief summary about himself. Maria Luz and Frederick stated that they were instructed by the Beneficiary Committee to vote no on Mr. Planthold. Mr. Planthold was approved by a 9-2 vote. Frederick spoke about the By-laws and resolutions, he stated that the creation of the at large seat was not done in a resolution or amendment to the by-laws form and so he is considering it to be a totally illegal action by the Governing Board. Frederick will write a letter of inquiry to the Chair of the Governing Board, asking him to please clarify what this means, also there was no public notice made on the appointment of Robert Planthold. Ed Evans made a motion to authorize Frederick to write letters concerning both the procedure and appointment of Robert Planthold without putting it out for public notice. The vote was unanimous.

Frederick stated that Ed Evans has finally been appointed as Beneficiary representative to Quality Improvement Committee unanimously by the Governing Board for a 2-year term.

Maria stated that the amendment to the By-laws provides that of former enrollees can still be members of the Beneficiary Committee. Each person who becomes a new member of the Committee must be enrolled in the Health Plan at the time they become a member. Frederick stated that, in addition, at all times at least 2/3rds of membership of the Committee must be enrolled in the Health Plan.

Q.I. Report-Ed Evans

Ed reported that there were no Q.I. meeting.

GAR Report-Ed Evans & Sandra Estrada

Ed Evans reported that there were no GAR meeting and made a brief statement about the accessibility to doctors offices. Ed would like to pursue this issue with the Board of Supervisors to protect our doctors offices and to make them fully accessible.

SFHP Staff Reports:

There were no staff report.

Other Reports:

Maria Luz gave a brief summary on the search for the new CEO. The interviewing is still in process and Maria Luz will keep the Committee informed.

IV. Discussion/Action: Response to the Failure to Appoint Ed Evans to the Quality Improvement Committee

The Governing Board has appointed Ed Evans to the Quality Improvement Committee for a two-year term.

V. Presentation/Discussion: California Partnership for Children: Hilary Flynn

Hilary Flynn was unable to attend the meeting. Sandra Estrada gave a brief presentation on Parent Leadership Training Institute. It's a 20-week training program for parents that begin in January 2001. Sandra handed out forms to those who were interested.

VI. Discussion/Action: Consideration of New Members

Dana Hughes introduced herself to the Committee. The Committee voted to approve her as a member.

VII. Public Comment

No public comment.

VIII. Calendar Items for Next Meeting

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No calendar items.

IX. Announcements

Maria Luz announced Community Bridges will be having their Annual Community Barbecue this Saturday from 11am until 4pm. Parent Voices will have monthly meetings on Thursday.

X. Adjournment

The meeting was adjourned at 3:00pm.

Date Approved: 10/06/2000

Chair: Frederick Hobson

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
Ph: 346-5584

Maria Luz Torre, Chair
Ph: 276-2941

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Meeting Agenda
Friday October 6, 2000
1:00 P.M. - 3:00 P.M.
568 Howard St. @ 2nd St.
5th Floor Conference Room

- 1:00pm** **I. Welcome, Introductions & Roll Call**
- II. Adopt Agenda/Approve Minutes**
- III. Reports**
- 1. Chairs & Governing Board: Frederick Hobson & Maria Luz Torre
 - 2. Quality Improvement: Edward Evans
 - 3. Grievance Review & Accessibility: Edward Evans & Sandra Estrada
 - 4. S.F.H.P Staff Reports
- 1:30pm** **IV. Discussion: Healthy Families Appeal Process- Maria Luz Torre**
- 2:30pm** **V. Discussion/Action: Consideration of New Members**
- VI. Public Comment**
- VII. Calendar Items for Next Meeting**
- VIII. Announcements**
- 3:00pm** **IX. Adjournment**

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OCT - 4 2000

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Please Note These Upcoming SFHA Meetings:

- Governing Board: Nov. 1, 2000
- Beneficiary Committee: Nov. 3, 2000
- Quality Improvement: Nov. 29, 2000
- Grievance Accessibility & Review: Nov. 29, 2000
- Finance Committee: Jan. 29, 2001

Meetings are public and wheelchair accessible. The Committee requests accommodation for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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NOV 20 2000

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October 6, 2000
Beneficiary Committee
Meeting Minutes

Members Present: Blesilda Almacén, Joanne Alvergue, Sandra Estrada, Edward Evans, Elia Fernandez, Ninfa Gonzalez, Frederick Hobson, Dana Hughes, Ulyssie Moore, Gilda Serrano, Maria Luz Torre,

Members Absent Excused: Susan Larara

Members Absent: Marlin Darby, Stephanie Hughes

Guests: Karina Moreno

SFHP Staff: Valerie Huggins

I. Welcome, Introductions and Roll Call:

Frederick called the meeting to order at 1:15pm, welcomed everyone and introductions were made.

II. Approval of Agenda & Minutes

The agenda was adopted and minutes of September 8, 2000 were approved.

III. Committee Reports:

Chair & Governing Board Report-Frederick Hobson & Maria Luz

Frederick reported that he attended the California Primary Care Association Conference in Sacramento, which is made up of non-profit clinics throughout the State of California. He also reported that he wrote letters to the Chair of the Governing Board Committee. The letters simply were about, the appointment of Robert Planthold to the Quality Improvement Committee and the lack of outreach to the public. Frederick stated that at the June 7th Governing Board meeting, the Chair said that he would supply him with a list of the applicants, applying for the CEO position. Since then the Chair has gone back on his word, so Frederick sent him a protest letter. Maria gave a brief summary about the CEO interviewing. So far there have been six applicants that were interviewed. Maria stated that the Committee was given a video to watch. The Personnel Committee still have to set up a time to do a second round of interviewing to determine the best applicant. Maria also talked about the Immunization Coalition celebration that she attended. There was a very good speaker, Dr. Jay Lieberman; the topic he spoke about was "Vaccine". Frederick stated that at the next Beneficiary Committee meeting, Dr. Karen Smith our Medical Director, will come and give the Committee an update on our Medical Department and the goals that the Committee has given her.

Q.I. Report-Ed Evans

Ed Evans reported that several issues came up at the QI. meeting. They discussed the audit and that the Health Plan met or exceeded all the criteria. The problem is not the Health Plan, it's some of the Providers not turning in adequate reports, and so they're planning on hiring a RN, to do inspections on these facilities. Dr. Smith has an on-going Lead Program. The next Quality Improvement Committee meeting will be November 29, 2000.

GAR Report-Ed Evans & Sandra Estrada

Sandra Estrada reported that there was no GAR report. The next meeting will be November 29, 2000.

SFHP Staff Reports:

There was no staff report.

Other Reports:

There were no other reports.

IV. Discussion: Healthy Families Appeal Process: Karina Moreno

Karina Moreno, from the Children's Defense Fund, gave a presentation on Healthy Families Appeal Process. Karina passed around information on Children's Defense Fund to the Committee. She spoke about what this organization is about. Basically what this organization does is to go out into the community and work with different Community groups, families, and parents to figure out what's working and what's not working with both, Medi-Cal and Healthy Families, and document what's not working and communicate that back directly to the State. They have regular meetings with the Governor and his staff, with the Legislature, and also with MRMIB, and DHS, which are the two administrating agency of Medi-Cal and Healthy Families.

V. Discussion/Action: Consideration of New Members

There were no prospective new members in attendance to be considered for membership at this meeting.

VI. Public Comment

There was no public comment.

VII. Calendar Items for next Meeting

There were no items to be calendared.

VIII. Announcements

There were no announcements

IX. Adjournment

The meeting was adjourned at 3:00pm.

Date Approved: Frederick Hobson

Chair: 11/17/2000

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
Ph: 346-5584

Maria Luz Torre, Chair
Ph: 276-2941

Meeting Agenda
Friday November 17, 2000
1:00 P.M - 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

- 1:00pm** **I.** Welcome, Introductions & Roll Call
- II.** Adopt Agenda/Approve Minutes
- III.** Reports
1. Chairs & Governing Board: Frederick Hobson & Maria Luz Torre
2. Quality Improvement: Edward Evans
3. Grievance Review & Accessibility: Edward Evans & Sandra Estrada
4. S.F.H.P Staff Reports
- 1:15pm** **IV.** Introduction: SFHP CEO Candidate, Jean Fraser
- 1:45pm** **V.** Discussion: SFHP Medical Director, Karen Smith
- 2:45pm** **VI.** Discussion/Action: Consideration of New Members
- VII.** Public Comment
- VIII.** Calendar Items for Next Meeting
- IX.** Announcements
- 3:00pm** **X.** Adjournment

Please Note These Upcoming SFHA Meetings:

- Beneficiary Committee: Dec. 1, 2000
- Governing Board: Jan. 3, 2001
- Finance Committee: Jan. 29, 2001
- Quality Improvement: Feb. 14, 2001
- Grievance Accessibility & Review: Mar. 28, 2001

Meetings are public and wheelchair accessible. The Committee requests accommodation for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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**November 17, 2000
Beneficiary Committee
Meeting Minutes**

Members Present: Blesilda Almacen, Sandra Estrada, Edward Evans, Elia Fernandez, Ninfa Gonzalez, Frederick Hobson, Dana Hughes, Stephanie Hughes, Maria Luz Torre

Members Absent Excused: Joanne Alvergue, Susan Larara, Gilda Serrano

Members Absent: Marlin Darby

Guests: Aimee Rodriguez, Bob Newman

SFHP Staff: Debra Fila, Jean Fraser, Dori Lange, Jean Levinson, Valerie Huggins, Karen Smith

I. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome and introductions were made.

II. Approval of Agenda & Minutes

The agenda was adopted and minutes of October 6, 2000 were approved.

III. Committee Reports:

Chair & Governing Board Report-Frederick Hobson & Maria Luz

Frederick reported that the Governing Board did meet on Wednesday the 15th. He also reported that the Personnel Committee has finally found a candidate for the CEO position, her name is Jean Fraser and she will begin on Dec. 1st. The Governing Board unanimously approved her. The Beneficiary Committee was not able to interview the CEO candidate before the hiring due to extenuating circumstances. The acting CEO had resigned from the position and it needed to be filled immediately. The Board also approved Lucy Saldana, Pharm D to the P&T Committee and Laura Norell, MD to the GAR Committee. Frederick also reported from the Governing Board meeting that Janie Tyre gave an MIS update. Jackie Oliveri presented the quarterly financial statements which were in good shape.

Q.I. Report-Ed Evans

Ed Evans reported that the Quality Improvement Committee would meet on November 29th.

GAR Report-Ed Evans & Sandra Estrada

Sandra reported that there was no GAR report. The next meeting will be Nov. 29th.

SFHP Staff Reports:

There was no staff report.

Other Reports:

There were no other reports.

IV. Introduction: SFHP CEO Candidate, Jean Fraser

The Committee introduced themselves to Mrs. Fraser. She gave a brief summary of her credentials and background. Jean explained to the Committee that she's very excited about this position because she feels very strongly about consumer healthcare and health insurance.

Jean stated that her vision for the Health Plan is to make sure that we provide quality health insurance to all the beneficiaries of the health plan. Jean mentioned that one of the areas she would like to focus on is providing health insurance to every San Francisco child. She spoke about how she would like to improve Customer Service, and work with the Beneficiary Committee to improve our Customer Service Department. Jean then answered several questions and concerns that the Committee had.

Frederick spoke about the Vision Care system, and how it needs to be improved. Jean then said that she would look into this issue and get back to us.

V. Discussion: SFHP Medical Director, Karen Smith

Karen and Dori both gave a presentation on improving and the growth of the Health Plan. Karen gave the Committee handouts of all the slides that were presented in the presentation. Karen explained to the Committee, that the Plan is growing in Healthy Families and slightly growing in Pac Advantage and Healthy Worker, but expects it to grow vitally. Karen then spoke about Quality Improvement efforts. Karen mentioned that a survey, which measures the satisfactions or dissatisfactions of our Providers, was mailed out to all the Primary Care Doctors including Nurse Practitioners and OB's. The surveys were designed to capture our problem areas. Dori briefly talked about the HEDIS program, how it works and what it stands for. At the end of the presentation, both Karen and Dori were able to answer several questions for the Committee.

Frederick informed the members that Customer service was developing a local list of Dentists, who except Denti-Cal. This list was one of the Committees goals for the year 2000.

VI. Discussion/Action: Consideration of New Members

Aimee Rodriguez and Bob Newman were introduced as prospective members. They were invited to attend the next meeting so that their membership could be voted on.

VII. Public Comment

There was no public comment.

VIII. Calendar Items for Next Meeting

There were no items to be calendared.

IX. Announcements

There were no announcements.

X. Adjournment

The meeting was adjourned at 3:30pm.

Date Approved: 12/15/2000

Chair: Frederick H. Hoo

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
Ph: 346-5584

Maria Luz Torre, Chair
Ph: 276-2941

Meeting Agenda
Friday December 15, 2000
1:00 P.M. - 3:00 P.M.
568 Howard St. @ 2nd St.
5th Floor Conference Room

- 1:00pm** **I.** Welcome, Introductions & Roll Call
- II.** Adopt Agenda/Approve Minutes
- III.** Reports
1. Chairs & Governing Board: Frederick Hobson & Maria Luz Torre
2. Quality Improvement: Edward Evans
3. Grievance Review & Accessibility: Edward Evans & Sandra Estrada
4. S.F.H.P Staff Reports: Valeric Huggins & Camila Chavez
- 1:15pm** **IV.** Year 2000 End Review. Awards. Holiday Party
- 2:45pm** **V.** Discussion/Action: Consideration of New Members
- VI.** Public Comment
- VII.** Calendar Items for Next Meeting
- VIII.** Announcements
- 3:00pm** **IX.** Adjournment

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Please Note These Upcoming SFHA Meetings:

- Governing Board: Jan. 3, 2001
- Beneficiary Committee: Jan. 5, 2001
- Finance Committee: Jan. 29, 2001
- Quality Improvement: Feb. 14, 2001
- Grievance Accessibility & Review: Mar. 28, 2001

Meetings are public and wheelchair accessible. The Committee requests accommodation for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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JAN - 8 2001

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**December 15, 2000
Beneficiary Committee
Meeting Minutes**

Members Present: Joanne Alvergue, Sandra Estrada, Edward Evans, Frederick Hobson, Aimee Rodriguez, Gilda Serrano, Maria Luz Torre

Members Absent Excused: Besilda Almacan, Marlin Darby, Dana Hughes, Stephanie Hughes, Susan Larara

Members Absent: Elia Fernandez, Ninfa Gonzalez

Guests: Mitch Katz, Jackie Oliveri, Jo Ruffin

SFHP Staff: Camila Chavez, Claudia Gomez, Valeric Huggins, Tina Tom

I. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome and introductions were made.

II. Approval of Agenda & Minutes

The agenda was adopted and minutes of November 17, 2000 were approved.

III. Committee Reports:

Chair & Governing Board Report-Frederick Hobson & Maria Luz

Frederick reported that there was no Governing Board meeting in December. The next meeting is scheduled for January 3, 2001. He also mentioned that the Beneficiary Committee has asked the Governing Board to do a Vision Care Pilot Project at SFHP, this will allow San Francisco Medi-Cal recipients to get vision care and eye glasses locally.

Q.I. Report-Ed Evans

Ed reported that the Quality Improvement Committee did meet but most of the materials were confidential. The next meeting is scheduled for February 14, 2001.

GAR Report-Ed Evans & Sandra Estrada

Ed reported that GAR did meet. The Committee discussed the fact that there were no grievances. Ed mentioned that he would like to develop a questionnaire, to find out why people are leaving the plan. The next meeting is scheduled for March 28, 2001.

SFHP Staff Reports:

There was no staff report.

Other Reports:

There were no other reports.

IV. Year 2000 End Review. Awards. Holiday Party

Frederick gave the year-end 2000 review. Appreciation awards were given to Jo Ruffin, Director of Mental Health and also a member of the Governing Board, Valerie Huggins, staff at SFHP, Jackie Oliveri, CFO at SFHP, and Mitch Katz, M.D., Director of Public Health and Chair of the Governing Board. There were 3 others who were not present, Jack Fries, President & CEO of St. Luke's Hospital and Finance Chair of the Governing Board, and Ulyssies Moore and Sam Varnado, former Beneficiary Committee members.

Camila Chavez and her staff, Tina Tom and Claudia Gomez gave a brief discussion of the outreach department and the special events that are coming up.

The Committee then celebrated with a Holiday party.

V. Discussion/Action: Consideration of New Members

The Committee motioned and unanimously approved Aimee Rodriguez as a member to the Beneficiary Committee, pending her enrollment in the Health Plan.

VI. Public Comment

There was no public comment.

VII. Calendar Items for Next Meeting

There were no items to be calendared.

VIII. Announcements

There were no announcements.

IX. Adjournment

The meeting was adjourned at 3:00pm.

Date Approved: January 5, 2001

Chair: Frederick Hoban

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 42325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
Ph: 346-5584

Maria Luz Torre, Chair
Ph: 276-2941

Meeting Agenda
Friday January 5, 2001
1:00 P.M. - 3:00 P.M.
568 Howard St. @ 2nd St.
5th Floor Conference Room

- 1:00pm**
- I. Welcome, Introductions & Roll Call**
 - II. Adopt Agenda/Approve Minutes**
 - III. Reports**
 - 1. Chairs & Governing Board: Frederick Hobson & Maria Luz Torre
 - 2. Quality Improvement: Edward Evans
 - 3. Grievance Review & Accessibility: Edward Evans & Sandra Estrada
 - 4. S.F.H.P Staff Reports: Valerie Huggins
 - 1:15pm** **IV. Discussion: Changes in Healthy Families**
 - 1:30pm** **V. Discussion: Universal Child Health Care**
 - 2:00pm** **VI. Discussion/Action: Consideration of New Members**
 - VII. Public Comment**
 - VIII. Calendar Items for Next Meeting**
 - IX. Announcements**
 - 3:00pm** **X. Adjournment**

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DEC 22 2000

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Please Note These Upcoming SFHA Meetings:

- Beneficiary Committee: Feb. 2, 2001
- Quality Improvement: Feb. 14, 2001
- Governing Board: Mar. 7, 2001
- Finance Committee: Mar. 7, 2001
- Grievance Accessibility & Review: Mar. 28, 2001

Meetings are public and wheelchair accessible. The Committee requests accommodation for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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FEB - 5 2001

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January 5, 2001
Beneficiary Committee
Meeting Minutes

Members Present: Marlin Darby, Edward Evans, Elia Fernandez, Frederick Hobson, Aimee Rodriguez, Gilda Serrano, Maria Luz Torre

Members Absent Excused: Joanne Alverque, Besilda Almacen, Sandra Estrada, Susan Larara, Stephanie Hughes

Members Absent: Ninfa Gonzalez, Dana Hughes

Guests: None

SFHP Staff: Camila Chavez, Jean S. Fraser, Valerie Huggins, Tina Tom

I. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome and introductions were made.

II. Approval of Agenda & Minutes

The agenda was adopted and minutes of December 15, 2000 were approved with one addition to the agenda. The Committee unanimously approved reconstructing the quorum requirement to six active members of the Committee.

III. Committee Reports:

Chair & Governing Board Report-Frederick Hobson & Maria Luz

Frederick reported that the Governing Board did meet on Wednesday. On behalf of the Beneficiary Committee Frederick presented a certificate of honor to Jack Fries, after that Frederick did a brief presentation on reinventing the way that Vision care services are delivered to our Health Plan members and Medi-Cal recipients. The Board agreed to look into it to see what could be done. He also reported from the Governing Board meeting that our membership is up to 31,000 members, in addition to that, Frederick handed copies of the surveys and goals for the Health Plan that was submitted at the Governing Board meeting from our new CEO. Maria Luz briefly raised her concerns about the waiting period of the emergency rooms at UCSF. This issue will be discussed at the next QI meeting.

Q.I. Report-Ed Evans

Ed reported that there was no Quality Improvement meeting to report on. The next meeting is scheduled for February 28th.

GAR Report-Ed Evans & Sandra Estrada

There was no GAR meeting. The next scheduled meeting is March 28th.

SFHP Staff Reports:

There was no staff report.

Other Reports:

There were no other reports.

IV. Discussion: Changes in Healthy Families

Camila Chavez and Tina Torn gave a Healthy Families presentation and answered questions regarding eligibility and enrollment. They also agreed to do a Beneficiary Committee flyer to help recruit more members.

V. Discussion: Universal Child Health Care

Jean Fraser, SFHP new CEO spoke briefly about the Universal Child Health Care. She stated that one of the things the Health Plan is working on is trying to create a plan that will insure all San Francisco kids. Jean answered several questions and will keep the Committee updated.

VI. Discussion/Action: Consideration of New Members

There were no prospective new members in attendance to be considered for membership at this meeting. Members were encourage to bring prospective new members to our meetings. New members must be enrolled in the San Francisco Health Plan at the time they become members of the Beneficiary Committee.

VII. Public Comment

There was no public comment.

VIII. Calendar Items for Next Meeting

There were no items to be calendared.

IX. Announcements

Camila Chavez invited everyone to attend the health fair that's being held at the Bill Graham's Civic Center on January 15th at 9am.

X. Adjournment

The meeting was adjourned at 3:00pm.

Date Approved: 2/02/2001

Chair: Frederick Hobson

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
Ph: 346-5584

Maria Luz Torre, Chair
Ph: 276-2941

Meeting Agenda
Friday February 2, 2001
1:00 P.M. - 3:00 P.M.
568 Howard St. @ 2nd St.
5th Floor Conference Room

- 1:00pm** **I.** Welcome, Introductions & Roll Call
- II.** Adopt Agenda/Approve Minutes
- III.** Reports
1. Chairs & Governing Board: Frederick Hobson & Maria Luz Torre
2. Quality Improvement: Edward Evans
3. Grievance Review & Accessibility: Edward Evans & Sandra Estrada
4. S.F.H.P Staff Reports: Valerie Huggins
- 1:30pm** **IV.** Discussion: Goals for 2001
- 2:15pm** **V.** Discussion: Customer Service and Grievances, Soup Kitchen Mentality?
- 2:45pm** **VI.** Discussion/Action: Consideration of New Members
- VII.** Public Comment
- VIII.** Calendar Items for Next Meeting
- IX.** Announcements
- 3:00pm** **X.** Adjournment

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JAN 30 2001

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Please Note These Upcoming SFHA Meetings:

- Governing Board: Mar. 7, 2001
- Finance Committee: Mar. 7, 2001
- Beneficiary Committee: Mar. 9, 2001
- Quality Improvement: Feb. 28, 2001
- Grievance Accessibility & Review: Mar. 28, 2001

Meetings are public and wheelchair accessible. The Committee requests accommodation for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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MAR 12 2001

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February 2, 2001
Beneficiary Committee
Meeting Minutes

Members Present: Besilda Almacen, Joanne Alvergue, Marlin Darby, Sandra Estrada, Edward Evans, Elia Fernandez, Ninfa Gonzalez, Frederick Hobson, Dana Hughes, Stephanie Hughes, Aimee Rodriguez, Maria Luz Torre

Members Absent Excused: Gilda Serrano

Members Absent: Susan Larara

Guests: Asale Chandler, Ulyssiess Moore, Karina Moreno

SFHP Staff: Valerie Huggins, Janie Tyre, Jean Fraser

I. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome and introductions were made.

II. Approval of Agenda & Minutes

The agenda was adopted and minutes of January 5, 2001 were approved.

III. Committee Reports:

Chair & Governing Board Report-Frederick Hobson & Maria Luz

Frederick reported that the Governing Board did not meet. He mentioned that there was a press release, which was done by Lisa Lewis, Marketing and Communication Manager of San Francisco Health Plan. The Plan received the State Department of Health Services award. According to the State report, the Plan was doing very well. Frederick asked the Committee to approve the sending of a letter of recommendation and support to Jovita Juanillo and to thank her for her very good service as a former employee of the Health Plan. The Committee then authorized Frederick to send Ms. Juanillo a letter of recommendation and support by a 12-0 vote.

Q.I. Report-Ed Evans

Ed reported that the Quality Improvement Committee would not meet until February 28th.

GAR Report-Ed Evans & Sandra Estrada

Sandra reported that the GAR Committee did not meet.

SFHP Staff Reports:

Jean gave an up-date on enrollment for Medi-Cal. She reported that we could help enroll if we're asked to; we are not allowed to go out and speak to them directly.

Jean also reported that the Health Plan had to submit to the State a revision on our Grievance policy. A new law requires that from the time we get notice of the complaint to the time that it is resolved must be thirty days total; therefore revisions to the Grievance policy have been made including decreasing the number of participants in a second level appeal.

Jean handed out the revised Grievance policy and new grievance forms.

Frederick made the comment back in 1997 he had check with the State to see if we could help out with enrollment forms if they came to us and at that time it was told to us that we could. Frederick stated that this had fallen through the cracks.

Other Reports:

Karina Moreno from the Children Defense Fund and 100% Campaign gave an up-date on Healthy Families. She briefly talked about expanding Healthy Families coverage to parents and then passed around additional information to the Committee.

IV. Discussion: Goals for 2001

Frederick would like the Committee to start thinking about goals for this year and bring them to the next Beneficiary Committee meeting.

V. Discussion: Customer Service and Grievances, Soup Kitchen Mentality?

Concerns were expressed about the quality of customer service; grievances and customer care and questions were asked about why there are no grievances?

VI. Discussion/Action: Consideration of New Members

There were no prospective new members in attendance to be considered for membership at this meeting. Members were encourage to bring prospective new members to our meetings. New members must be enrolled in the San Francisco Health Plan at the time they become members of the Beneficiary Committee.

VII. Public Comment

There was no public comment.

VIII. Calendar Items for Next Meeting

There were no items to be calendared.

IX. Announcements

There were no announcements.

X. Adjournment

The meeting was adjourned at 3:00pm.

Date Approved: March 9, 2001

Chair: Frederick Hobson

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
Ph: 346-5584

Maria Luz Torre, Chair
Ph: 276-2941

Meeting Agenda
Friday March 9, 2001
1:00 P.M. - 3:00 P.M.
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.

MAR - 5 2001

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- 1:00pm** **I.** Welcome, Introductions & Roll Call
- II.** Adopt Agenda/Approve Minutes
- III.** Reports
1. Chairs & Governing Board: Frederick Hobson & Maria Luz Torre
2. Quality Improvement: Edward Evans
3. Grievance Review & Accessibility: Edward Evans & Sandra Estrada
4. S.F.H.P Staff Reports: Valerie Huggins
- 1:30pm** **IV.** Discussion: Goals for 2001
- 2:00pm** **V.** Discussion/Action: Consideration of New Members
- 2:30pm** **VI.** Public Comment
- VII.** Calendar Items for Next Meeting
- VIII.** Announcement
- 3:00pm** **IX.** Adjournment

Please Note These Upcoming SFHA Meetings:

- Quality Improvement: Mar. 28, 2001
- Beneficiary Committee: April 6, 2001
- Governing Board: May 2, 2001
- Finance Committee: May 2, 2001

Meetings are public and wheelchair accessible. The Committee requests accommodation for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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APR 16 2001

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**March 9, 2001
Beneficiary Committee
Meeting Minutes**

Members Present: Besilda Almacen, Joanne Alvergue, Sandra Estrada, Elia Fernandez, Ninfa Gonzalez, Frederick Hobson, Dana Hughes, Gilda Serrano

Members Absent Excused: Ed Evans, Stephanie Hughes, Susan Larara, Maria Luz Torre

Members Absent: Marlin Darby

Guests: DeAndre Hughes

SFHP Staff: Valerie Huggins, Jean Fraser

I. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome and introductions were made.

II. Approval of Agenda & Minutes

The agenda was adopted and minutes of February 2, 2001 were approved.

III. Committee Reports:

Chair & Governing Board Report-Frederick Hobson & Maria Luz

Frederick reported that the Governing Board did meet on Wednesday March 7th. The Board met in closed session on two items, pending litigation and the financial statements. Capitated rates were up with one exception and a fee-for-service resolution was passed by the Governing Board authorizing the Health Plan staff to look into financial ways of paying for the health care. Frederick also mentioned that a resolution for stipends for attending monthly meetings and childcare that is received each month was passed. In addition to this resolution, the childcare fee has increased from \$ 8.00 to \$ 10.00.

Frederick stated to the Committee that when becoming a new member of the Beneficiary Committee you have to show proof of being a Health Plan member.

Q.I. Report-Ed Evans

The Quality Improvement Committee will meet on March 28th.

GAR Report-Ed Evans & Sandra Estrada

The GAR Committee did not meet this month.

SFHP Staff Reports:

Jean gave a brief report to the Committee, she mentioned that the GAR Committee would be combined with the Quality Improvement Committee due to lack of quorum. She also gave a brief update from the previous meeting on the Denti-Cal list that was requested by the Committee which should be available for them at the April meeting and the Plan is waiting on quotes from VSP (Vision Service Plan) and will keep the Committee up to date on the outcome.

Other Reports:

There were no other reports.

IV. Discussion: Goals for 2001

The Committee discussed what goals they would like to achieve for this year and so far they came up with; to increase their membership to at least 20 members, improving eligibility requirements and penalties in disenrollments and last, improving the Vision Service Plan. Frederick ask the Committee to think of more goals and present them at the next Beneficiary Committee meeting. Frederick ~~also mentioned~~ that he would like to have more ~~members~~ *participation* from members ~~other than the same ones all time~~ *and present* *San Jose*

V. Discussion/Action: Consideration of New Members

There were no prospective new members in attendance to be considered for membership at this meeting. Members were encouraged to bring prospective new members to our meetings. New members must be enrolled in the San Francisco Health Plan at the time they become members of the Beneficiary Committee.

VI. Public Comment

There was no public comment.

*and present
their health plan
card.*

VII. Calendar Items for Next Meeting

There were no items to be calendared.

VIII. Announcements

Elia announced a Women In Action meeting, and if anyone was interested to see her after the meeting and Besilda invited the Committee to a health fair on April 4th from 9am-2pm. Also, Dana mentioned that the YMCA is now signing up for summer camp for kids.

*Gilda Serrano & Dana Hughes requested
funds to attend Mayor's Women Summit.*

IX. Adjournment

The meeting was adjourned at 3:00pm.

Date Approved: Frederick Hobson

Chair: April 13, 2001

Minutes*Here for you*

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
(415) 346-5584

Maria Luz Torre, Chair
(415) 276-2941

March 26, 2001

DOCUMENTS DEPT.

Jean Fraser, CEO
SF Health Plan
568 Howard St.
5th Floor
San Francisco 94105

MAR 27 2001

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Dear Jean,

Thank you for copying me letters you have sent to Beneficiary Committee members Dana Hughes and Gilda Serrano regarding a request from each for tuition to attend the Mayor's Summit on Women. I appreciate very much being informed of your response.

At a Governing Board meeting in late 1999, the CEO at that time agreed to fund tuition and costs for members of the Beneficiary Committee to attend seminars and conferences where the meeting focus would be relevant to our work. Indeed, the Health Plan has funded attendance by committee members at two conferences, one in San Francisco, the other in Sacramento. You, of course, were not present or with the Health Plan at the time, and consequently, could not know of these developments.

We of the Committee are somewhat confused. At the time the CEO in 1999 made the pledge to fund tuition or fees, the funds were to come out of the operating expense of the Health Plan, not from the limited Committee funds. We are hopeful that you have acted without fully being informed, and that tuition fees for Dana and Gilda can be made available for the Summit. The conferences and seminars members attend provide information and knowledge that is useful to the Health Plan as a whole, and helps to enrich and empower the lives of our members, who without such funding are denied another opportunity to learn, better themselves, and be a part of decision making. Thank you for your kind and favorable attention to this matter.

Cordially,

Frederick Hobson, Chair

cc: Dana Hughes and Gilda Serrano

568 HOWARD STREET FIFTH FLOOR SAN FRANCISCO CALIFORNIA 94105

telephone (415) 547-7800 fax (415) 547-7824 info@sthpa.org

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
Ph: 346-5584

Maria Luz Torre, Chair
Ph: 276-2941

Meeting Agenda
Friday April 13, 2001
1:00 P.M. - 3:00 P.M.
568 Howard St. @ 2nd St.
5th Floor Conference Room

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APR 10 2001

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- 1:00pm I. Welcome, Introductions & Roll Call
- II. Adopt Agenda/Approve Minutes
- III. Reports
1. Chairs & Governing Board: Frederick Hobson & Maria Luz Torre
 2. Quality Improvement: Edward Evans
 3. Grievance Review & Accessibility: Edward Evans & Sandra Estrada
 4. S.F.H.P Staff Reports: Valerie Huggins
- 1:30pm IV. Discussion: Goals for 2001
- 2:00pm V. Discussion/Action: Consideration of New Members
- 2:30pm VI. Public Comment
- VII. Calendar Items for Next Meeting
- VIII. Announcement
- 3:00pm IX. Adjournment

Please Note These Upcoming SFHA Meetings:

- Governing Board: May 2, 2001
- Finance Committee: May 2, 2001
- Beneficiary Committee: May 4, 2001
- Quality Improvement: May 23, 2001

Meetings are public and wheelchair accessible. The Committee requests accommodation for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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MAY - 8 2001

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April 13, 2001
Beneficiary Committee
Meeting Minutes

Members Present: Besilda Almacen, Joanne Alvergue, Sandra Estrada, Ed Evans, Elia Fernandez, Ninfa Gonzalez, Frederick Hobson, Stephanie Hughes, Maria Luz Torre

Members Absent Excused: Marlin Darby, Susan Larara, Gilda Serrano

Members Absent: Dana Hughes

Guests: None

SFHP Staff: Jeanette Ziegenfuss, Camilla Chavez

I. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome and introductions were made.

II. Approval of Agenda & Minutes

The agenda was adopted. The minutes of March 9, 2001 was approved with these changes, item number 4 should read, Frederick and Sandra also mentioned that they would like to see more participation from members. Item number 5 should read, new members must be enrolled in the San Francisco Health Plan and present their health plan card at the time they become members of the Beneficiary Committee.

III. Committee Reports:

Chair & Governing Board Report-Frederick Hobson & Maria Luz

Frederick reported that the Governing Board did not meet this month. He briefly talked about his meeting with Jean Fraser and the Personnel Committee.

Maria Luz reported that she attended the Universal Healthcare Hearing at City Hall. She mentioned that most of the Board of Supervisors was supportive of the proposal for insuring all children in San Francisco and San Francisco Health Plan will be the provider.

Q.I./GAR Report-Ed Evans & Sandra Estrada

The Quality Improvement Committee will meet on March 28th.

SFHP Staff Reports:

Jeanette announce that there will be no community outreach events scheduled for the month of April with the exception of the potluck for Mission Headstart at Dolores Park on April 27th and three nutrition presentations that they are doing through the

CHILDRENS
STAY
OUT
DAY
AT
CITY HALL
AND SPOKE
IN SUPPORT OF
UNIVERSAL HEALTH
CARE
FOR
CHILDREN

Child Development Center at Sarah B. Cooper in Chinatown, Raphael Weill School in the Western Addition, and Las Americas in the Mission and if anyone has any questions about the outreach events to contact Camila Chavez in the Outreach Department.

Jean Fraser was unable to make it to the meeting. Jeanette gave a brief update on her behalf. She presented a Denti-Cal local list per the Committee's request, and regarding the Vision Plan, Jean talked to the Department of Health Services and they stated that it is in the Medi-Cal contract as a requirement to have the lenses made through the Prison Authority. This is being investigated and Jean will keep the Committee updated.

Other Reports:

Frederick reported that Supervisor Sophie Maxwell has agreed to be at the next Beneficiary Committee meeting to discuss ways to improve public health.

IV. Discussion: Goals for 2001

The Committee went over its goals for 2001/2002. A final list of the goals will be presented at the next meeting for approval.

V. Discussion/Action: Consideration of New Members

There were no prospective new members for consideration.

VI. Public Comment

There was no public comment.

VII. Calendar Items for Next Meeting

There were no items to be calendared.

VIII. Announcements

Frederick announced a Town Hall meeting that he and the Drug Abuse Advisory Board will host at City Hall, Friday April 27th and Saturday April 28th. The topic will be on Drug Abuse, Addictions, Treatment Services and Funding. They will seek information and suggestions from the public.

Elia announced a conference that will be held in Sacramento, regarding health issues and affordable housing and if anyone was interested to see her after the meeting.

Stephanie announced a Homeless conference that is being held here in the city on May 30th and will bring the flyer to the next Beneficiary Committee meeting.

IX. Adjournment

The meeting was adjourned at 3:00pm.

Date Approved: _____

5/4/2001

Chair: _____

Frederic Hobbs

BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142

Frederick Hobson, Chair
 Ph: 346-5584

Maria Luz Torre, Chair
 Ph: 276-2941

Meeting Agenda
Friday May 4, 2001
1:00 P.M. - 3:00 P.M.
568 Howard St. @ 2nd St.
5th Floor Conference Room

- 1:00pm** **I. Welcome, Introductions & Roll Call**
- II. Adopt Agenda/Approve Minutes**
- III. Reports**
1. Chairs & Governing Board: Frederick Hobson & Maria Luz Torre
2. Quality Improvement/GAR: Edward Evans & Sandra Estrada
3. S.F.H.P Staff Reports: Valerie Huggins
- 1:30pm** **IV. Discussion: Final Approval of Committee Goals For 2001/2002**
- 1:45pm** **V. Discussion/Action: Recommendation To The Health Plan For The Employment Of A Social Worker To Assist Members In Eligibility, Health And Other Needs And Problems**
- 2:00pm** **VI. Discussion: Supervisor Sophie Maxwell**
- 2: 50pm** **VII. Discussion/Action: Consideration Of New Members**
- 2:55pm** **VIII. Public Comment**
- IX. Calendar Items For Next Meeting**
- X. Announcement**
- 3:00pm** **XI. Adjournment**

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MAY - 1 2001

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Please Note These Upcoming SFHA Meetings:

- Beneficiary Committee: June 1, 2001
- Governing Board: June 25, 2001
- Finance Committee: June 25, 2001 (Tentative)
- Quality Improvement Committee: July 25, 2001

Meetings are public and wheelchair accessible. The Committee requests accommodation for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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JUN - 4 2001

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**May 4, 2001
Beneficiary Committee
Meeting Minutes**

Members Present: Besilda Almacen, Joanne Alvergue, Marlin Darby, Sandra Estrada, Ed Evans, Elia Fernandez, Ninfa Gonzalez, Frederick Hobson, Gilda Serrano, Maria Luz Torre

Members Absent Excused: Susan Larara

Members Absent: Dana Hughes, Stephanie Hughes

Guests: Yaseruo Darby

SFHP Staff: Valerie Huggins, Jean Fraser

I. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome and introductions were made.

II. Approval of Agenda & Minutes

The agenda was adopted and the minutes of April 6, 2001 were approved with the correction of item # 3, under the Chair's report, which was amended to state, Maria Luz reported she attended the Children's Speak Out Day at City Hall.

III. Committee Reports:

Chair & Governing Board Report-Frederick Hobson & Maria Luz

- The Governing Board met on Wednesday May 2, 2001.
- Frederick reported that the QI program was presented and most of their goals were met.
- The Governing Board officially appointed Sandra Estrada to the Quality Improvement Committee.
- The Health Plan is in sound financial condition.
- Frederick mentioned that he had filed a claim of discrimination against the Plan, which was denied. The claim will be reviewed again and brought before the Governing Board on June 27th for a vote. He asked the Committee to authorize a letter of support for his claim to be given to the Governing Board. The Committee unanimously agreed.
- Maria spoke briefly about the enrollment of Healthy Families and problems that members counter in this category.

Frederick reviewed the membership rules with the Committee:

- Residency in San Francisco.
- New member must be a San Francisco Health Plan member at the time they join the Committee.
- New members must show current proof of enrollment in the SFHP.
- All current members continue to receive a stipend of \$50 for each meeting attended.
- Funds for childcare are available at \$10 per child, per hour for a maximum of 3 hours per meeting.
- Members are required to attend a majority of the meetings in a calendar year.
- Three consecutive absences without cause will constitute resignation from the Committee.

Q.I./GAR Report-Ed Evans & Sandra Estrada

Ed reported that the Quality Improvement Committee did not meet. The next meeting is scheduled for May 23, 2001.

SFHP Staff Reports:

Jean gave a brief update on the Vision Service Plan. The Department of Health Services has stated, that they will not change the contract for the prison authority to make the glasses. This problem has been raised by other plans as well. Jean said the staff would continue to work on this issue.

The Healthy Families survey scores were low. Jean mentioned that the Plan has been working hard with the Healthy Families program to have them translate their materials, which they have promised to do.

Other Reports:

There were no other reports.

IV. Discussion: Final Approval of Committee Goals For 2001/2002

The Committee reviewed and finalized the goals for 2001/2002, which were motioned and approved unanimously.

V. Discussion/Action: Recommendation To The Health Plan For Employment Of A Social Worker To Assist Members In Eligibility, Health And Other Needs And Problems:

Frederick briefly went over various reasons why the Health Plan should consider hiring a social worker, after some discussion, the Committee motioned and unanimously approved this recommendation.

VI. Discussion: Supervisor Sophie Maxwell

Supervisor Sophie Maxwell did not make it to the meeting, due to conflict in her schedule. Frederick will try to schedule her for a future meeting.

VII. Discussion/Action: Consideration Of New Members

There were no prospective new members in attendance to be considered for membership at this meeting. Members were encouraged to bring new members to our meetings. New members must be enrolled in the San Francisco Health Plan at the time they become members of the Beneficiary Committee.

VIII. Public Comment

There was no public comment.

IX. Calendar Items For Next Meeting

There were no calendar items.

X. Announcements

Ed announced the Community Resources Action Project in the Tenderloin will have a social event for the seniors and the disabled on Saturday, May 5, 2001

XI. Adjournment

The meet was adjourned at 3:00pm.

Date Approved: June 1, 2001

Chair: Frederick Hobson

**BENEFICIARY COMMITTEE
SAN FRANCISCO HEALTH AUTHORITY
P.O. BOX 422325
SAN FRANCISCO, CA 94142**

**Frederick Hobson, Chair
Ph: 346-5584**

**Maria Luz Torre, Chair
Ph: 276-2941**

**Meeting Agenda
Friday June 1, 2001
1:00 P.M - 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room**

- 1:00pm I. Welcome, Introductions & Roll Call**
- II. Adopt Agenda/Approve Minutes**
- III. Reports**
1. Chairs & Governing Board: Frederick Hobson & Maria Luz Torre
 2. Quality Improvement/GAR: Edward Evans & Sandra Estrada
 3. S.F.H.P Staff Reports: Jean Fraser
- 1:30pm IV. Discussion: Karina Moreno From The Children's Defense Fund**
- 2:15pm V. Discussion: Jean S. Fraser, CEO Of The San Francisco Health Plan**
- 2:45pm VI. Discussion/Action: Consideration Of New Members**
- VII. Public Comment**
- VIII. Calendar Items For Next Meeting**
- IX. Announcements**
- 3:00pm X. Adjournment**

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MAY 30 2001

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Please Note These Upcoming SFHA Meetings:

- Finance Committee: June 11, 2001
- Governing Board: June 27, 2001
- Beneficiary Committee: July 6, 2001
- Quality Improvement: July 25, 2001

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products. We observe the Brown Public Meeting Act and the San Francisco Sunshine Ordinance.

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JUL 16 2001

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June 1, 2001
Beneficiary Committee
Meeting Minutes

Members Present: Besilda Almacen, Joanne Alvergue, Marlin Darby, Sandra Estrada, Ed Evans, Elia Fernandez, Frederick Hobson, Dana Hughes, Stephanie Hughes, Gilda Serrano, Maria Luz Torre

Members Absent Excused:

Members Absent: Ninfa Gonzalez, Susan Larara

Guests: Tracey Faulkner, Karina Moreno

SFHP Staff: Valerie Huggins, Jean Fraser

1. **Welcome, Introductions and Roll Call:**

The meeting was called to order. Welcome and introductions were made.

2. **Approval of Agenda & Minutes**

The agenda was adopted with one amendment to item # 4, discussion/action; Karina Moreno from the Children's Defense Fund action on approval for the Committee to endorse a pledge on the "Leave no Children Behind" campaign. The minutes of May 4, 2001 were approved.

3. **Committee Reports:**

Chair & Governing Board Report-Frederick Hobson & Maria Luz

- Frederick reported that the Governing Board did not meet. The next meeting will be June 27.
- Up-date on claim with the Plan.
- Mayor Willie Brown approved a \$3 million budget for the children's fund. The target date is set for January 2002.
- Maria Luz briefly spoke about the Universal Health Insurance for all San Francisco kids and how every child that's living in San Francisco, even if they're undocumented should receive medical insurance.
- Maria also drafted a letter to the Governing Board on behalf of the Beneficiary Committee regarding all the problems with healthy families and disenrollments.

Q.I./GAR Report-Ed Evans & Sandra Estrada

Sandra attended the Quality Improvement on May 23rd. The next scheduled meeting is July 25th. She reported that the topic was diabetes check-up while waiting for prescriptions to be filled.

SFHP Staff Reports: Jean S. Fraser

- Jean reported that there is a Healthy Families slot open on the MRMIB Advisory Panel for a Beneficiary.
- Approval of \$3,000,000.00 to the City's budget to fund the "San Francisco Cares for Kid's" program.
- San Francisco Health Plan will be the provider for the new "San Francisco Cares for Kid's" program.

Other Reports:

Frederick announced that Susan Larara is unable to attend any of the Committee meetings because of her job.

4. Discussion: Karina Moreno From The Children's Defense Fund

- Karina Moreno gave a brief update on Healthy Families and Medi-Cal.
- The federal waiver needed for expanding the program to parents continues to go back and forth between HCFA and MRMIB. Once the program is approved, there will be a 4-month waiting period before any parents can enroll. The increase in SFHP's Healthy Families from the parental expansion will be fewer than 2000.
- In budget negotiations, Governor and Legislative Conference Committee representatives agreed on expansion to 250% of Federal Poverty Level instead of 200% of Federal Poverty Level.
- The Beneficiary Committee unanimously approved to endorse a pledge on the Leave No Children Behind Campaign.

5. Discussion/Action: Consideration Of New Members

Tracey Faulkner, who is currently a health plan member was voted on as a new member to the Beneficiary Committee. This will be scheduled for approval at the next Governing Board meeting.

6. Public Comment

There was no public comment.

7. Calendar Items For Next Meeting

There was no items to be calendared.

8. Announcements

There was no announcements.

9. Adjournment

The meeting was adjourned at 3:00pm.

Date Approved: Maria Ang Tone

Chair: July 6, 2001

BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

8.20
6/01
Maria Luz Torre, Chair

Ph: 276-2900

Meeting Agenda
Friday July 6, 2001
1:00 P.M - 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

- 1:00pm 1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
- 1. Chairs & Governing Board: Maria Luz Torre
 - 2. Quality Improvement: Edward Evans & Sandra Estrada
 - 3. S.F.H.P Staff Reports: Bart Duncan
- 1:30pm 4. Farewell: Frederick Hobson
- 1:45pm 5. Discussion: Supervisor Sophie Maxwell
- 2:15pm 6. Discussion/Action: Consideration Of New Members
- 2:45pm 7. Public Comment
8. Calendar Items For Next Meeting
9. Announcements
- 3.00pm 10. Adjournment

06-29-01P12:01 RCVD

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JUN 29 2001

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Please Note These Upcoming SFHA Meetings:

- Quality Improvement Committee: July 25, 2001
- Beneficiary Committee: Aug 3, 2001
- Governing Board: Sept 5, 2001
- Finance Committee: Sept 5, 2001

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AUG 21 2001

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July 6, 2001
Beneficiary Committee
Meeting Minutes

Members Present: Besilda Almacén, Joanne Alvergue, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Gilda Serrano, Maria Luz Torre

Members Absent Excused:

Members Absent: Marlin Darby, Ninfa Gonzalez, Dana Hughes, Stephanie Hughes

Guests: Paula Cohen, Frederick Hobson

SFHP Staff: John Lawler, Bart Duncan

1. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome and introductions were made.

2. Approval of Agenda & Minutes

The agenda was adopted with one additional amendment to include election of Co-Chair. The minutes of June 1, 2001 was approved.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz

- Maria reported that the Governing Board met on June 25th. Medi-Cal membership is rising and Healthy Workers have increased, Healthy Families have a slight increase and PacAdvantage will be eliminated.
- She briefly spoke about her nomination to the Healthy Families Advisory Committee and the fact that her letter to the Governing Board, regarding her experience with healthy families billing, was forward to Sandra Shewry, Executive Director of MRMIB.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed Evans reported that there was no Quality Improvement Committee meeting. The next meeting will be September 26, 2001.

SFHP Staff Reports: Bart Duncan

- Bart Duncan, Chief Operating Officer of the San Francisco Health Plan, introduced himself and presented the SFHP staff report in the absence of Jean Fraser, CEO.
- He informed the Committee that the Plan has ordered TTY telephone equipment and the SFHP staff will be trained on using this equipment once it is set up.

- The SF Cares for Kids program is moving forward. The Plan is in the process of doing the material modification to our Knox Keene license with the Department of Managed Health Care to get the license amendment. The license amendment will also include the Healthy Families Expansion to include parents. The Plan is waiting for the Federal agency formally known as Health Care Finance Administration (HCFA) now known as Center for Medicaid and Medicare Services (CMS) to grant its approval of the California State program to expand Healthy Families to include parents.
- The California Dental Association is organizing a series of six town-hall meetings, to get input on the Denti-Cal program and how it can be approved. Registration for these meetings can be done on-line at www.cda.org/denti-cal or you can call David at (916) 736-7071.

Other Reports:

- Tracey Faulkner was elected by the Committee to be a Co-Chair.
- Frederick Hobson attended the Beneficiary Committee to say goodbye.

4. Discussion: Supervisor Sophie Maxwell

- Supervisor Sophie Maxwell gave a brief discussion on the universal health coverage and how the Board of Supervisor is putting every effort to make this work. She also spoke about the homelessness, drugs, violence, etc. and would like to see more involvement from the communities with these issues.

5. Discussion/Action: Consideration Of New Members

Paula Cohen was voted on as a new member, upon approval at the next Governing Board meeting.

6. Public Comment

There was no public comment.

7. Calendar Items For Next Meeting

There was no items to be calendared.

8. Announcements

There was no announcements.

9. Adjournment

The meeting was adjourned at 3:00pm.

Date Approved: August 17, 2001

Chair: Maria Fy Tene

3F

1/8.20

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8/17/01

C.2

BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

Maria Luz Torre, Chair
Ph: 276-2900

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
Friday August 17, 2001
1:00 P.M - 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

1. Welcome, Introductions & Roll Call —
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Reports: Jean Fraser
4. Rosie Kennedy from the Family Childcare Association: Discussion on healthcare coverage for childcare provider
5. Discussion/Action: Consideration of new members
6. Public Comment
7. Calendar items for next meeting
8. Announcements
9. Adjournment

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AUG 21 2001

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Please Note These Upcoming SFHA Meetings:

- | | |
|--------------------------|---------------|
| • Governing Board: | Sept 5, 2001 |
| • Finance Committee: | Sept 5, 2001 |
| • Beneficiary Committee: | Sept 21, 2001 |
| • Quality Improvement: | Sept 26, 2001 |

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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OCT - 9 2001

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**August 17, 2001
Beneficiary Committee
Meeting Minutes**

Members Present: Joanne Alvergue, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Gilda Serrano, Maria Luz Torre

Members Absent Excused: Paula Cohen, Dana Hughes, Stephanie Hughes

Members Absent: Blesilda Almacen, Marlin Darby, Ninfa Gonzalez,

Guests: Rosie Kennedy

SFHP Staff: Jean Fraser, Valerie Huggins

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order. Welcome and introductions were made.
2. **Approval of Agenda & Minutes**
The agenda was adopted and the minutes of July 6, 2001 was approved.
3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz

At the last meeting Maria reported that she sent a letter to MRMIB regarding her experiences with Healthy Families billing. She reported that she received a response from MRMIB regarding her letter. The letter stated that there is a new and improved Healthy Families and all of the incidents in Maria's letter happened last year. Maria mentioned that a reminder letter was sent to her in advance reminding her of her re-certification. She believes that they are making some efforts on improving. She also mentioned that a reporter from San Jose Mercury News, Barbara Slater, called her for an interview about her experiences with Healthy Families at the suggestion of Jean Fraser.

Q.I./GAR Report-Ed Evans & Sandra Estrada

Sandra gave a brief report from the Quality Improvement meeting.

- SFHP's membership continues to grow in each line of business. The PacAdvantage product line was terminated on 6/30/01.
- The Mayor has secured funding for the S.F. Cares for Kids program and given 3 million to SFHP for implementation. In addition to this, expansion of coverage for parents of the Healthy Families kids is stalled in Washington DC. We hope to be implementing this program in November or December of this year.

- Diabetes is being considered as the next disease management program for San Francisco Health Plan.
- Significant improvement in HEDIS with one decrease (Well Adolescent Visits).
- San Francisco Health Plan is sending out a monthly list of immunization reminder cards for parents of members turning 6, 12, 15, or 18 months old, and sending a list to PCPs of their kids turning these same ages.

SFHP Staff Reports: Jean Fraser

- Jean reported our HEDIS results. We have the best quality care in the state for Medi-Cal members.
- Jean asked if the Committee could do a letter, nominating both Maria and Tracey to sit on the Governing Board. This letter will then be forwarded to the Board of Supervisor for an appointment to the Governing Board.
- Jean reported a recall of a drug called Baycol. Our Pharmacist, Lucy Saldaña, immediately sent out faxes to our doctors who prescribed Baycol, explaining what other drugs on our formulary could be used.
- Jean updated the Committee on the status of posting the Beneficiary Committee agendas and minutes on the website. We are in the process of recruiting for a web developer and hope to have one by mid-September.
- It was brought to Jean's attention, that the resolution by the Governing Board allowed payment for childcare for children under 12 years old. Jean said we will now honor 12 years and under for childcare reimbursements. Also, Jean spoke briefly about funding for training for the Committee if they think it would be beneficial to them. The Committee may decide what training would be useful to members and San Francisco Health Plan will fund it up to the budget limit.

Other Reports:

- Jean spoke briefly about the Program to provide health insurance to child care providers. This was a program in which the City was interested in 1999. A number of our providers did not want to participate and also, we discovered that the State was going to require us to provide the insurance at the same cost whether or not the people were childcare providers. The Plan made a decision not to go forward with the program. Jean passed out a letter she wrote to Dolores Terrazo from the Department of Children Youth and Family (DCYF) regarding the issues with childcare providers health insurance.
- Jean mentioned that the Health Plan did not try to work through every single detail before we committed ourselves.

4. Discussion: Rosie Kennedy From The Family Childcare Association

- Rosie Kennedy from the Family Childcare Association spoke on this issue as well. She mentioned that the original \$250k that was allocated for the first year was for about 100-125 family childcare providers, and 2/3 of the premium was to have been subsidized. The State Department of Managed Healthcare was not willing to extend

the license to cover individual business owners who are for-profit operators.
Capitation was another problem.

- Rosie mentioned that if there was more funding and more people involved the plan might have worked. She asked if the Beneficiary Committee could help advocate for more funding next time.

5. Discussion/Action: Consideration Of New Members

There were no prospective new members in attendance to be considered for membership at this meeting. Members were encouraged to bring new members to our meetings. New members must be enrolled in the San Francisco Health Plan at the time they become members of the Beneficiary Committee.

6. Public Comment

There was no public comment.

7. Calendar Items For Next Meeting

There was no items to be calendared.

8. Announcements

There was no announcements.

9. Adjournment

The meeting was adjourned at 3:00pm.

Date Approved: Oct 5, 2001

Chair: Maria Lytton

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BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

2
Maria Luz Torre, Co-Chair
Ph: 276-2900

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
Friday September 7, 2001
1:00 P.M - 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

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OCT - 1 2001

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1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Reports: Jean Fraser
4. Discussion: Michael Lyon from the Coalition to Save Public Health
5. Discussion/Action: Consideration of new members
6. Public Comment
7. Calendar items for next meeting
8. Announcements
9. Adjournment

Please Note These Upcoming SFHA Meetings:

- Quality Improvement Committee: September 26, 2001
- Beneficiary Committee: October 5, 2001
- Finance Committee: November 7, 2001
- Governing Board: November 7, 2001

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.
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**September 7, 2001
Beneficiary Committee
Meeting Minutes**

Members Present: Paula Cohen, Sandra Estrada, Tracey Faulkner, Elia Fernandez, Gilda Serrano, Maria Luz Torre

Members Absent Excused: Ed Evans

Members Absent: ~~Blesilda Almacen~~, *Blesilda Almacen*, *Joanne Alvergue moved*, ~~Marlin Darby~~, ~~Nina Gonzalez~~, Dana Hughes, Stephanie Hughes

Guests: Charla Molina, Michael Lyon

SFHP Staff: Jean Fraser, Valerie Huggins, Adrian Nuñez

1. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome and introductions were made.

2. Approval of Agenda & Minutes

The agenda was adopted, but not approved, due to lack of Quorum. In addition to this, the minutes were not completed, due to the shifting of time of this meeting. Both sets of minutes will be available at the next Committee meeting.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz and Tracey Faulkner

- Maria reported that she attended her first Healthy Families Advisory Committee meeting on Thursday Sept. 6th. The topic of the meeting was about the waiver to include parents in the Healthy Families program. The waiver has been sent to the Federal Government for approval. The proposal is 200% of federal poverty level that would include deductions. The Federal Government does not want any deductions. MRMIB says it does not make sense to have two standards for computing income for the children and the reason for including parents is to provide a growth for the children who are uninsured. This issue continues to remain on hold until approved by the Federal Government.
- Maria also reported that the Governing Board met on Wednesday Sept. 5th and Tracey was welcomed by the Board. Maria's term has expired and her nomination for another term will be forward to the Board of Supervisors for appointment to the SFHP Governing Board.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Sandra reported that the Quality Improvement Committee did not meet. The next meeting will be September 26, 2001.

SFHP Staff Reports: Jean Fraser

- Jean reported that SFHP will be making member calls and having events to try and assist our Healthy Families members in staying enrolled with us and answering any questions that they have about the program.
- SFHP is working on an on-line application for our new kids program. Also, we are continuing with our Outreach Advisory Committee for our kids program.
- Jean went over the Beneficiary Committee's budget for fiscal year 2001-2002.

Other Reports:

- There were no other reports.

4. Discussion: Michael Lyon from the Coalition to Save Public Health

- Michael Lyon came to talk to the Committee briefly about Upper Payment Limits for Medi-Cal. Public health hospitals are now reimbursed for Medi-Cal patients. The hospitals that do indigent care primarily get their money through Medi-Cal. Washington wants to cut Medi-Cal back to 100% of the Upper Payment Limit.
- Michael urges the Beneficiary Committee to join the Coalition so they can work together on this issue.

5. Discussion/Action: Consideration Of New Members

Charla Molina, who is currently a health plan member, was nominated as a new member to the Beneficiary Committee and will be voted on at the next Beneficiary Committee meeting.

6.

There was no public comment.

7. Calendar Items For Next Meeting

Items calendared for the next meeting will be reviewing the 2001 Committee goals, Committee member's attendance, and workshop trainings.

8. Announcements

- Sandra announced a 20-week advocacy training for children beginning on January 8, 2002 at Everett Middle School. Also, there will be a Latino Summer Fiesta celebrating Mexico official Americans Independence at the Civic Center Sunday September 16th.
- Maria invited the Committee to attend the Parents Action for Children Summit on September 29, 2001 at the Children's Council.
- Elia announced a free event for kids at Garfield Park on September 15th from 10am until 4pm.

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9. **Adjournment**

The meeting was adjourned at 3:00pm.

Date Approved: Oct 5, 2001

Chair: Maria J. T. One

BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
Friday October 5, 2001
1:00 P.M. - 3:00 P.M.
568 Howard St. @ 2nd St.
5th Floor Conference Room

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Reports: Jean Fraser
4. Discussion: Leticia Medina from the Child Environmental Health Promotion
5. Discussion/Action: Consideration of new members
6. Public Comment
7. Calendar items for next meeting
8. Announcements
9. Adjournment

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Please Note These Upcoming SFHA Meetings:

- Finance Committee: November 5, 2001
- Governing Board: November 5 2001
- Beneficiary Committee: November 9, 2001
- Quality Improvement Committee: November 28, 2001

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SAN FRANCISCO
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Beneficiary Committee
Meeting Minutes**

Members Present: Blesilda Almacen, Joanne Alvergue, Paula Cohen, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Dana Hughes, Charla Molino, Maria Luz Torre

Members Absent Excused: Gilda Serrano

Members Absent: Marlin Darby, Stephanie Hughes

Guests: Leticia Medina

SFHP Staff: Jean Fraser, Valerie Huggins, Doug DeVries

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order. Welcome and introductions were made.
2. **Approval of Agenda & Minutes**
The agenda was adopted and the minutes of August 17th and September 7, 2001 were approved.
3. **Committee Reports:**
 - Chair & Governing Board Report-Maria Luz and Tracey Faulkner**
 - Maria reported that the Governing Board did not meet. Tracey mentioned that she received a phone call from Jean Fraser, stating that since she has a Medi-Cal share of cost, she cannot enroll in the San Francisco Health Plan. As a result, she cannot be appointed the Governing Board. Tracey will look into what can be done to rectify this problem.
 - Q.I./GAR Report-Ed Evans & Sandra Estrada**
 - Ed gave a brief report on the Quality Improvement Committee meeting. He mentioned that some issues were raised about getting faster health care service from providers and durable medical equipment. Ed mentioned that Dr. Karen Smith's asthma program is going very well and would like to invite her to the next Beneficiary Committee meeting.
 - Ed also mentioned how well the immunization reminders are going.
 - Sandra mentioned that the abortion pill (RU486) was approved for coverage for our members.

SFHP Staff Reports: Jean Fraser

- Jean reported that the Plan has improved a number of requests for people to go to conferences. The Plan is participating in three different asthma programs.
- Jean also mentioned the reminders cards for kids' immunizations at 2, 4, 6, 9, 12 and 15 months is doing great. In addition to this, the Plan is offering assistance large doctors office to setup a shoebox reminder. The Plan is also working hard on trying to reduce the number of people who don't choose a primary care physician.
- Jean will get back to the Committee on transitional Medi-Cal and will arrange for Dr. Karen Smith to come and talk more about the Asthma programs.
- Jean sent in our Grievance Coordinator, Doug DeVries, who specializes in helping people work through any problems they are having with their medical groups to talk to the Committee and answer any questions they had.

Other Reports:

- There were no other reports.

4. **Discussion: Leticia Medina From The Child Environmental Health Promotion**
- Leticia Medina, Health Educator from the Children Environmental Health Promotion attended the meeting to do a slide presentation on asthma and lead poisoning.

5. **Discussion/Action: Consideration Of New Members**
- There were no prospective new members in attendance to be considered for membership at this meeting. Members were encouraged to bring prospective new members to meetings. New members must be enrolled in the San Francisco Health Plan at the time they become members of the Beneficiary Committee.

6. **Public Comment**
- There was no public comment.

7. **Calendar Items For Next Meeting**
- The Committee will review their 2000/2001 goals at the next meeting.

8. **Announcements**
- There was no announcement.

9. **Adjournment**
- The meeting was adjourned at 3:00pm.

Date Approved: Nov 9, 2001

Chair: Maria Lugo-Torres

BENEFICIARY COMMITTEE

SAN FRANCISCO HEALTH AUTHORITY

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Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
Friday November 9, 2001
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Reports: Jean Fraser
4. Discussion: Elia Fernandez report on the Governor Women's Summit
5. Discussion: Reviewing Committee Goals For 2001-2002
6. Discussion: Wanda Jung and Dale Spink-Medi-Cal at 2pm.
7. Discussion/Action: Consideration of new members
8. Public Comment
9. Calendar items for next meeting
10. Announcements
11. Adjournment

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Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|-------------------|
| • Quality Improvement Committee: | November 28, 2001 |
| • Beneficiary Committee: | December 7, 2001 |
| • Finance Committee: | January 9, 2002 |
| • Governing Board: | January 9, 2002 |

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**November 9, 2001
Beneficiary Committee
Meeting Minutes**

Members Present: Blesilda Almacen, Joanne Alvergue, Paula Cohen, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Dana Hughes, Charla Molino, Maria Luz Torre

Members Absent Excused: Gilda Serrano

Members Absent: None

Guests: Wendy Vielman, Wanda Jung, and Dale Spink

SFHP Staff: Jean Fraser, Valerie Huggins, Robyn Thaw, and Bob Menezes

1. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome and introductions were made.

2. Approval of Agenda & Minutes

The agenda was adopted and the minutes of October 5, 2001 was approved with one correction of a misspelled word on page 2.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre

Maria reported that the Governing Board did not meet, due to lack of quorum. The next Governing Board meeting is scheduled for January 9, 2002. Maria also reported that she attended the Healthy Families Advisory Committee meeting in October. An issue was raised about eligibility and transition from Medi-Cal to Healthy Families. Maria plans to bring this issue to the next Advisory Panel meeting for further discussion.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Sandra reported that the Quality Improvement Committee did not meet. The next meeting is scheduled for November 28, 2001.

SFHP Staff Reports: Jean Fraser

- Jean briefly updated the Committee on what is going on at SFHP. The Plan is currently working on the logo for the new Healthy Kids program.
- SFHP has responded to customer service calls on an average of 30-seconds per call for nine straight months.

- The Plan has began calling all Healthy Families (HF) households, who have not picked a Primary Care Physician (PCP), to get them to pick one, so the Plan does not give them someone they do not want.
- Jean mentioned that the Plan will be seeking temporary outreach workers for Healthy Kids, and if any Beneficiary Committee members are interested, to give her or Glen Sterling, SFHP Human Resource Director their resume.

Other Reports:

- Robyn Thaw, Director of Marketing and Community attended the meeting to briefly talk about the new Healthy Kids program and to get some feedback on the logo for this new program. Robyn answered several questions that the Committee had.

4. Discussion: Elia Fernandez report on the Governor Women's Summit

- Elia gave a brief report on the Governor Women's Summit that she attended last month. Elia mentioned that they did not talk much about health issues, but gave out packets and brochures on different types of health services. Elia passed out the brochures to the Committee. Elia also mentioned that this event was beneficial and inspiring to her as a parent advocate.

5. Discussion: Reviewing Committee Goals for 2001-2002

- The Committee reviewed most of their goals for this year and next year, and will continue this topic at the next Beneficiary Committee meeting.

6. Discussion: Wanda Jung and Dale Spink-Medi-Cal

- Wanda Jung, head of the Medi-Cal program, and Dale Spink, Section Manager of Medi-Cal attended the Beneficiary Committee meeting to answer questions and concerns that the Committee has. The main issue that was raised by some members is Share Of Cost Medi-Cal. Dale explained that when someone goes onto Share Of Cost, Medi-Cal has something that is called a Bridging Month. It is one month where your child continues to receive free Medi-Cal, and a letter goes out to the parent with a phone number stating if you would like to apply for Healthy Families, call this number, and they will mail you an application. This is a state number in Sacramento, called the Single Point of Entry for Healthy Families. Dale mentioned that this has not been very successful. Dale stated that Medi-Cal is now trying to set up a procedure to send the information directly to Healthy Families, rather than requiring the parent to contact Healthy Families.
- Jean said that due to the interest expressed by Beneficiary Committee members, the Plan will consider adding questions and answers about Medi-Cal into our members' newsletter.
- Dale asked the Committee if they could write down the problems they are having with Medi-Cal, and he would look into trying to resolve them.

7. Discussion/Action: Consideration Of New Members

Wendy Vielman, who is currently a health plan member, was voted on as a new member to the Beneficiary Committee. She will be presented for approval at the next Governing Board meeting.

8. Public Comment

There was no public comment.

9. Calendar Items For Next Meeting

There were no items to be calendared.

10. Announcements

There was no announcement.

11. Adjournment

The meeting was adjourned at 3:00pm.

Dec 7, 2001

Date Approved: _____

Chair: _____

Maria Luz Torre
Maria Luz Torre

BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
Friday December 7, 2001
2:00 P.M – 4:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Reports: Jean Fraser
4. Discussion: Reviewing Committee Goals For 2001-2002
5. Discussion/Action: Consideration of new members
6. Public Comment
7. Calendar items for next meeting
8. Announcements
9. Adjournment

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Please Note These Upcoming SFHA Meetings:

- Finance Committee: January 9, 2002
- Governing Board: January 9, 2002
- Beneficiary Committee: January 11, 2002
- Quality Improvement Committee: February 27, 2002

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**December 7, 2001
Beneficiary Committee
Meeting Minutes**

Members Present: Blesilda Almacen, Joanne Alvergue, Paula Cohen, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Dana Hughes, Charla Molino, Maria Luz Torre

Members Absent Excused: Gilda Serrano, Paula Cohen

Members Absent: None

Guests: None

SFHP Staff: Jean Fraser, Valerie Huggins and Robyn Thaw

1. **Welcome, Introductions and Roll Call:**
The meeting was called to order. Welcome and introductions were made.
2. **Approval of Agenda & Minutes**
The agenda was adopted and the minutes of November 9, 2001 was approved.
3. **Committee Reports:**

Chair & Governing Board Report-Maria Luz Torre

- Maria reported that the Governing Board did not meet. The next Governing Board meeting is January 9, 2002.
- Maria announced that she will be out of town during the next Governing Board and Beneficiary Committee meetings. Tracy Faulkner will speak in her absence.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed reported that the Quality Improvement Committee met on November 28, 2001.
- Ed mentioned that the Committee discussed setting up some incentive programs to get young teens to see their physicians.
- The Beneficiary Committee brought up some optical issues that they are having and would like Ed to discuss them at the next Quality Improvement Committee meeting.
- The next Quality Improvement Committee meeting is scheduled for February 6, 2002.

SFHP Staff Reports: Jean Fraser

- Jean updated the Committee on what is going on at SFHP. The Plan has

been very busy with getting Healthy Kids up and running. Robyn and her department has been doing an outstanding job on working on materials for this program.

- Jean reported that the Plan is doing great and our customer service call center is doing better every month. The Health Plan has started calling all of the Healthy Families members who has not chosen a PCP three months ago. Last month the Plan added all of our Healthy Workers members who had not chosen a PCP to make an out-bound call to offer assistance.
- Jean explained to the Committee the issue that the Governing Board is considering, is whether to change the way SFHP pays the providers. A long discussion was held on the issue, with many good questions.
- The Beneficiary Committee voted on whether or not they would like to stay capitated or fee-for-service. The vote was half-n-half.

Other Reports:

- Robyn Thaw updated the Beneficiary Committee on the Healthy Kids program.
- Robyn thanked the Committee on their input on the logo. The Plan has chosen the logo the Beneficiary Committee thought was a best fit for the Healthy Kids program. Also, the phone number for the Healthy Kids program will be (415) 777-9992.
- Robyn passed out a draft flyer for enrollment events for the Healthy Kids program and got suggestions from the Committee.

4. Discussion: Reviewing Committee Goals For 2001-2002

- Due to time constraint, this item will be carried over to the next Beneficiary Committee meeting.

5. Discussion/Action: Consideration Of New Members

The Committee voted on Wendy Veilman as a new member to the Beneficiary Committee upon approval at the next Governing Board meeting.

6. Public Comment

There was no public comment.

7. Calendar Items For Next Meeting

There were no items to be calendared.

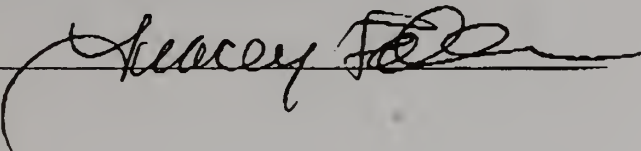
8. Announcements

There was no announcement.

9. Adjournment

The meeting was adjourned at 4:00pm.

Date Approved: 1/11/02

Chair: 

BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
Friday January 11, 2002
1:00 P.M. - 3:00 P.M.
568 Howard St. @ 2nd St.
5th Floor Conference Room

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1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
4. Discussion: Presentation on Asthma-Karen Smith (15mins)
5. Discussion: Presentation on the Healthy Kids Program-Mario Moreno (30mins)
6. Reviewing Committee Goals for 2002
7. Discussion/Action: Consideration of new members
8. Public Comment
9. Calendar items for next meeting
10. Announcements
11. Adjournment

Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|------------------|
| • Beneficiary Committee: | February 1, 2002 |
| • Quality Improvement Committee: | February 6, 2002 |
| • Finance Committee: | March 6, 2002 |
| • Governing Board: | March 6, 2002 |

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.
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THE UNIVERSITY OF CHICAGO
DEPARTMENT OF CHEMISTRY

RECEIVED
JAN 10 1964
FROM
DR. J. H. GOLDSTEIN
TO
DR. J. H. GOLDSTEIN
SUBJECT
RESEARCH REPORT NO. 1

1. The purpose of this report is to describe the results of the experiments conducted during the past year. The experiments were designed to determine the effect of temperature on the rate of reaction between the reactants. The results show that the rate of reaction increases with increasing temperature. This is in agreement with the Arrhenius equation, which states that the rate of reaction increases exponentially with increasing temperature. The activation energy of the reaction was determined to be 15.2 kcal/mole. This value is in good agreement with the value of 14.8 kcal/mole reported by Goldstein and Smith (1962).

2. The experiments were conducted using a constant volume calorimeter. The reactants were mixed in a known volume of solvent, and the temperature of the mixture was measured. The rate of reaction was determined from the change in temperature over time. The results show that the rate of reaction increases with increasing temperature. This is in agreement with the Arrhenius equation, which states that the rate of reaction increases exponentially with increasing temperature. The activation energy of the reaction was determined to be 15.2 kcal/mole. This value is in good agreement with the value of 14.8 kcal/mole reported by Goldstein and Smith (1962).

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January 11, 2002
Beneficiary Committee
Meeting Minutes

Members Present: Blesilda Almacen, Paula Cohen, Sandra Estrada, Ed Evans, Tracey Faulkner, Elia Fernandez, Dana Hughes, Charla Molino, Wendy Vielman

Members Absent Excused: Gilda Serrano, Maria Luz Torre, and Joanne Alvergue

Members Absent: None

Guests: None

SFHP Staff: Valerie Huggins, Jean Fraser, Mario Moreno, Susi Rugama, and Karen Smith

1. **Welcome, Introductions and Roll Call:**

The meeting was called to order. Welcome and introductions were made.

2. **Approval of Agenda & Minutes**

The agenda was approved with one addition to add as a discussion item; writing a letter to the Governing Board members, stating an introduction letter of new Beneficiary Committee members should be submitted instead of a resume. The minutes of December 7, 2001 was approved.

3. **Committee Reports:**

Chair & Governing Board Report-Tracey Faulkner

- Tracey reported that the Governing Board did meet on Wednesday, January 9, 2002. Tracey also gave a brief report on the Board meeting. The Governing Board approved Charla and Wendy's appointment to the Beneficiary Committee pending with a resume submitted to the Governing Board.
- Tracey mentioned that the main discussion was fee-for-service/capitation. San Francisco Health Plan would like to switch from capitated to fee-for-service. One of the issues that came up is UCSF can no longer take capitation, due to high risk patients with high costs. A few members of the Board had some concerns about SFHP switching over to fee-for-service. After some discussion the Chair decided to call a special Board meeting within the next 30 days for further discussion.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed reported that the Quality Improvement Committee did not meet. The next Quality Improvement Committee meeting is scheduled for February 6, 2002.

Other Reports:

- Tracey asked if the Beneficiary Committee would vote on writing a letter to the Governing Board, stating if an introduction letter of new members is submitted to the Board instead of a resume. The Committee members all agreed that submitting a introduction letter would be best.

4. Discussion: Presentation on Asthma-Karen Smith and Susi Rugama

- Karen Smith and Susi Rugama gave a brief update on the asthma program here at the Plan. Karen mentioned that asthma is a chronic illness and it touches the lives of both children and adults. There are nearly a thousands deaths per year in California. Karen stated that 100% of asthma deaths are preventable. SFHP job is to make it easier for the doctors, nurse practioners, respiratory therapist, and health educators to do their job without interferences. Karen also mentioned SFHP program for 2002. Doctors or members can call anytime they want and get customized service about asthma and talk to Susi Rugama, who can help clear some of the barriers that might be in the way between the patient and what they need. Overall, what SFHP has done is build a program to pay for the things that are needed for asthmatic patients.
- Karen went over the asthma program that was handed out to the Committee. The Committee asked several questions about the asthma plan, which Karen briefly explained to them. Karen offered to give an updated resource list on asthma to the Beneficiary Committee.

5. Discussion: Presentation on the Healthy Kids Program-Mario Moreno

- Mario Moreno gave an update on the Healthy Kids program. Mario mentioned that there are two populations that are impacted by Healthy Kids, children in families with incomes too high for Healthy Families and undocumented children. Mario stated that the applications will be completed by application assistance that SFHP trained. These assistors will be attending the Healthy Kids Day event this weekend to help families fill out the enrollment applications. In addition to this, Mario talked a little about the Healthy Kids Day event this weekend. He invited the Beneficiary Committee to the event and asked them to pass out flyers in their neighborhood. Mario then gave Committee members a Healthy Kids t-shirt for their assistance.

6. Reviewing Committee Goals for 2002

The Committee reviewed their goals that were accomplished for 2001. The Committee will make a new list of goals for 2002.

7. Discussion/Action: Consideration of new members

There were no new members for consideration.

8. Public Comment

There was no public comment.

9. Calendar items for next meeting

There were no items to be calendared.

10. Announcements

The Healthy Kids launch event this weekend Saturday, January 12th at the Chinatown Beacon Center 840 Broadway from 10am-3pm, Sunday, January 13th Mission Dolores Auditorium at 16th and Dolores, and the Opera House & Joseph Lee Recreation Center at 1395 Mendell Street in Bayview.

11. Adjournment

The meeting was adjourned at 3:00pm.

Date Approved: Maria Lopez

Chair: 2/1/02 Feb 2, 2002

BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
Friday February 1, 2002
1:00 P.M – 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.

JAN 29 2002

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1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Reports: Jean S. Fraser & Robyn Thaw
4. Discussion: New Business
5. Reviewing Committee Goals for 2002
6. Discussion/Action: Consideration of new members
7. Public Comment
8. Calendar items for next meeting
9. Announcements
10. Adjournment

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Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|------------------|
| • Quality Improvement Committee: | February 6, 2002 |
| • Finance Committee: | March 6, 2002 |
| • Governing Board: | March 6, 2002 |
| • Beneficiary Committee: | March 8, 2002 |

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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MAR 11 2002

SAN FRANCISCO
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Beneficiary Committee
Meeting Minutes**

Members Present: Sandra Estrada, Ed Evans, Elia Fernandez, Dana Hughes, Charla Molina, Maria Luz Torre, Wendy Vielman

Members Absent Excused: Blesilda Almacen, Tracey Faulkner, and Gilda Serrano

Members Absent: Paula Cohen and Joanne Alvergue

Guests: None

SFHP Staff: Valerie Huggins, Jean Fraser, Rowena Tarantino, Gabriela Solorzano, and Robyn Thaw

1. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome and introductions were made.

2. Approval of Agenda & Minutes

The agenda was approved and the minutes from January 11, 2002 were approved.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre

- Maria reported that the Governing Board did not meet since the last Beneficiary Committee meeting. The next Governing Board meeting is scheduled for March 6, 2002.
- The Committee raised their concerns about the Governing Board requesting a resume for new members joining the Beneficiary Committee. They stated that they had never heard of such a requirement.
- Maria stated that she will encourage new members to attend the Governing Board meetings to ensure their appointment to the Beneficiary Committee.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Sandra reported that the Quality Improvement Committee did not meet. The next meeting is scheduled for February 6, 2002.

SFHP Staff Reports: Jean Fraser

- Jean reported that SFHP launched the Healthy Kids program, and about 2000 people attended 3 different events.
- Jean also reported that SFHP will be working on enrollment for Healthy Kids. In the spring, SFHP will be putting out more information about Healthy Kids. Also,

SFHP is working on plans to convert some or all of our medical groups to fee-for-service payments instead of capitation in case the Board approves the change. SFHP is also working on an issue with California Childrens Services (CCS), which is children who have special needs, such as disabling conditions to try to coordinate the two separate pharmacy benefits.

Other Reports:

- Robyn Thaw updated the Beneficiary Committee on the Healthy Kids program. Robyn stated that her department is now working on an advertising campaign for Healthy Kids.
- Robyn hosted a mini focus group with the Beneficiary Committee regarding the different proposed ad campaigns. The reason for the focus group meeting is to get the Committee's honest opinion. Robyn stated that her department will be doing several focus group meetings with different communities as well.

4. Discussion: New Business

- The Beneficiary Committee had a brief discussion on the fee-for-service issue. ~~Most of the Committee members feel SFHP should stay capitated, others say SFHP~~ *were split on whether or*
should go fee-for-service. *They were concerned about excluding UCSF*
- Maria encouraged the Beneficiary Committee to attend the Governing Board meeting on March 6, 2002 to get a better understanding of the fee-for-service analysis. *from SFHP provider Network*

5. Reviewing Committee Goals for 2002

- One of the Committee's goals for 2002 is to have San Francisco Health Plan look into expanding or replicating the asthma clinic at San Francisco General Hospital.
- Maria asked each Committee member to bring two goals with them to the next Beneficiary Committee meeting.

6. Discussion/Action: Consideration of new members

There were no new members for consideration.

7. Public Comment

There was no public comment.

8. Calendar items for next meeting

There were no items to be calendared.

9. Announcements

There were no announcements.

10. Adjournment

The meeting was adjourned at 3:00pm.

Date Approved: 3/8/2003
Chair: Neasey [Signature]

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approved

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APR - 8 2002

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**March 8, 2002
Beneficiary Committee
Meeting Minutes**

Members Present: Paula Cohen, Sandra Estrada, Elia Fernandez, Tracey Faulkner, Dana Hughes, Charla Molina, and Maria Luz Torre

Members Absent Excused: Blesilda Almacen, Joanne Alvergue, Gilda Serrano, Wendy Vielman, and Ed Evans

Members Absent: None

Guests: None

SFHP Staff: Valerie Huggins and Jean Fraser

1. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome was given, introductions were made and the roll call was taken.

2. Approval of Agenda & Minutes

The agenda was approved and the minutes from February 1, 2002 were approved with one correction in the new business section, which should read the Committee members vote was split on SFHP staying capitated or moving fee-for-service. The Committee was concerned about excluding UCSF from SFHP's provider network.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre

- Maria gave a report on the Governing Board meeting. She mentioned that the Governing Board agreed to accept a biography instead of a resume for new members joining the Beneficiary Committee.
- Maria also spoke about the resolution to move from capitation to fee-for-service. This recommendation is limited to UCSF, which has 12% of the total population of SFHP. Maria mentioned that after some discussion there was an amendment introduced for approval pending submission of rates. The amendment, did not pass, but the resolution was approved allowing UCSF to switch to fee-for-service.
- Maria stated that the Plan has purchased catastrophic insurance in case of risks with moving to fee-for-service. This insurance covers the first \$55k.
- Maria mentioned that the Healthy Kids program has enrolled 489 members since the launch event in January.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- There was no report given. The next Quality Improvement meeting is scheduled for April 3, 2002.

SFHP Staff Reports: Jean Fraser

- Jean gave a brief update on the decision from the Governing Board meeting to move to fee-for-service for UCSF.
- Jean mentioned that SFHP received the Healthy Families members' satisfaction rates and they are not as high as we would like them to be. SFHP continues to think that the way the questions are asked make people who don't speak English (particularly Chinese) respond in a different way than other people do. SFHP has asked MRMIB (the agency that runs Healthy Families) to study this issue.
- Jean also mentioned that one of the things she did with Jackie Oliveri, SFHP Chief Financial Officer, was a presentation to SFHP staff on how the money flows through SFHP programs. Jean asked the Committee if they are interested in her doing a presentation on how the money flows at an upcoming Beneficiary Committee meeting. The Committee expressed interest. The Chairs will notify SFHP when this is to be scheduled.

Other Reports:

- There was no other report.

4. Discussion: New Business

- There was no new business.

5. Reviewing Committee Goals for 2002

- At the previous Beneficiary Committee, Maria asked if the members could bring two goals with them to the next meeting. Maria reviewed last year's goals and most of the goals were already accomplished.
- A few of the goals for 2002 were discussed. The Beneficiary Committee would like to have a dentist list for Healthy Families members to improve eligibility process. Jean responded that the lists are maintained by the dental plans that contract directly with MRIMIB. Maria would also like the Beneficiary Committee members to participate in one outreach event per year.
- The Committee raised great concerns about the facilities at San Francisco General Hospital. The Committee is planning on taking a field trip over to SFGH to inspect the facilities further. Also, it was suggested to get someone from SFGH to attend one of the Beneficiary Committee meetings. Jean offered to invite someone from SFGH to address their concerns. The Chairs will notify SFHP when this is to be scheduled.

6. Discussion/Action: Consideration of new members

There was no new member for consideration.

7. Public Comment

There was no public comment.

8. Calendar items for next meeting

There were no items to be calendared.

9. Announcements

There were no announcements.

10. Adjournment

The meeting was adjourned at 3:10pm.

Date Approved: April 5, 2002

Chair: Marie Legere

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BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
Friday April 5, 2002
1:00 P.M. - 3:00 P.M.
568 Howard St. @ 2nd St.
5th Floor Conference Room

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Reports: Jean S. Fraser
4. Discussion: New Business
5. Reviewing Committee Goals for 2002
6. Discussion/Action: Consideration of new members
7. Public Comment
8. Calendar items for next meeting
9. Announcements
10. Adjournment

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APR - 3 2002

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Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|---------------|
| • Beneficiary Committee: | May 3, 2002 |
| • Finance Committee: | May 16, 2002 |
| • Governing Board: | June 5, 2002 |
| • Quality Improvement Committee: | June 19, 2002 |

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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April 4, 2002
Beneficiary Committee
Meeting Minutes

Members Present: Sandra Estrada, Ed Evans, Elia Fernandez, Tracey Faulkner, Dana Hughes, Charla Molina, and Maria Luz Torre

Members Absent Excused: Blesilda Almacén, Joanne Alvergúe, and Gilda Serrano

Members Absent: Wendy Vielman

Guests: None

SFHP Staff: Valerie Huggins, Doug DeVries and Jean Fraser

1. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome was given, introductions were made and the roll call was taken.

2. Approval of Agenda & Minutes

The agenda and minutes were not approved due to a lack of quorum. Also, there was a correction in the Chair's report, stating, "the amendment that would have allowed UCSF to switch to fee-for-service, was voted down". It should read, "the amendment did not pass but the resolution was approved allowing UCSF to switch to fee-for-service."

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre

- Maria reported that the Governing Board did not meet. The next Governing Board meeting is June 5, 2002.
- Maria also gave a report on the workshop in Sacramento that she and Dana attended. She mentioned that the workshop was beneficial to them. The topic was "Useful Tools For Protecting Your Health Benefits". She stated that representatives from the Federal Government and MRMIB were present at the workshop.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed Evans gave a report on the Quality Improvement Committee. He reported that the Committee split up into sections and discussed different topics. Some of the topics were cultural aspects to answering questions from the Chinese Community, and to see what can be done about improving the service delivery, communications, waiting rooms at the doctor's office, more uniform plan coverage of delivery of medications, and more doctors listening to their patients. Ed asked the Committee if they have any issues they want brought forward to the Quality Improvement Committee to let him or Sandra Estrada know.

SFHP Staff Reports: Jean Fraser

- Jean gave an update on the Healthy Kids program. SFHP has enrolled 708 kids in three months. The largest ethnic group is Latinos and Asia Pacific Islanders are the second largest group.
- SFHP is planning a very large enrollment event on May 18th at San Francisco General Hospital. Jean invited the Committee to come. Jean stated that SFHP's most successful outreach is through the clinics.
- Jean stated, in addition to the 708 children that SFHP has enrolled in the Healthy Kids program to date, SFHP's own CAA's have additionally assisted with another 282 applications for Medi-Cal and Healthy Families for a total of 990 children.
- Jean also mentioned that SFHP received a million dollars from the San Francisco Children's Families Commission, the Prop 10 Commission, to help fund the program for the also know as next fiscal year. The million dollars is spread out over two years, which makes it a half-million each year and of that half-million dollars \$430,000 will pay for the premiums of children age 0-5. SFHP is also sub-granting \$70,000 each year to the Children's Medical Center at SFGH to have evenings and weekend hours.
- Jean talked a little about the Healthy Families Parental Expansion, which is still a "go", but still no word from the State when it is going to be funded.

Other Reports:

- At the last Beneficiary Committee meeting the Committee had questions about what type of benefits they have with Healthy Families. Doug DeVries, UM/QI Pharmacy Coordinator at SFHP answered most of the Committees questions. Doug also passed out handouts containing the three dental plans and directions on how to find out who their dentists are.

4. Discussion: New Business

- At the last Beneficiary Committee meeting, the Committee discussed some of the problems with San Francisco General Hospital facilities. A few of the Committee members took a field trip over to San Francisco General Hospital to inspect their facilities. Jean offered to invite a representative from SFGH to attend one of their meetings so they could address their issues on housekeeping.
- The Committee asked if Jean could explore the funding of the Yes- We-Can Asthma Program.

5. Reviewing Committee Goals for 2002

Due to time constraints, the Beneficiary Committee will review their goals at the next Committee meeting.

6. Discussion/Action: Consideration of new members

There was no new member for consideration.

7. Public Comment

There was no public comment.

8. Calendar items for next meeting

There were no items to be calendared.

9. Announcements

- Ed announced that he is associated with an organization called Community Resources Action Project and this organization will be filing a class action suit against BART. He stated that BART is refusing to allow seniors and disabled people the same service as able-bodied persons to use BART with a MUNI fast pass.
- Maria announced a rally this Sunday April 7th to save housing by the San Francisco Organizing Project at 474 Valencia starting at 2:30 pm.
- Elia announced a community meeting at her home on April 16th.

10. Adjournment

The meeting was adjourned at 3:15pm.

Date Approved: _____

Chair: _____

Maria Lyfne
May 3, 2002

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BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
Friday May 3, 2002
1:00 P.M. - 3:00 P.M.
568 Howard St. @ 2nd St.
5th Floor Conference Room

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Reports: Jean S. Fraser
4. Discussion: Gloria Garcia from San Francisco General Hospital
5. Reviewing Committee Goals for 2002
6. Discussion/Action: Consideration of new members
7. Public Comment
8. Calendar items for next meeting
9. Announcements
10. Adjournment

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MAY 2 2002

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Please Note These Upcoming SFHA Meetings:

- Finance Committee: May 16, 2002
- Governing Board: June 5, 2002
- Beneficiary Committee: June 7, 2002
- Quality Improvement Committee: June 19, 2002

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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JUN 18 2002

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Beneficiary Committee
Meeting Minutes**

Members Present: Joanne Alvergue, Paula Cohen, Sandra Estrada, Ed Evans, Elia Fernandez, Tracey Faulkner, Dana Hughes, Charla Molina, and Maria Luz Torre and Wendy Vielman

Members Absent Excused: Blesilda Almacén and Gilda Serrano

Members Absent: None

Guests: Aleta Cannon, Gloria Garcia, Margarita Herrera, Christine Lote, Adrian Gaino, and Maria Sanchez

SFHP Staff: Valerie Huggins and Jean Fraser

1. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome was given, introductions were made and the roll call was taken.

2. Approval of Agenda & Minutes

The agenda was approved and the minutes from April 4, 2002 were approved.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre

- Maria reported that the Board did not meet. The next Governing Board Meeting is scheduled for June 5, 2002.
- Maria reported that she attended the Healthy Families Advisory Panel. The main topic was on problems members are having with dentists. There has been a shortage of dentists serving Healthy Families.
- Maria also reported that the Governor put the Healthy Families Parental Expansion on hold.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed Evans gave a report on the April 3, 2002 Quality Improvement Committee Meeting. Ed mentioned the SFHP Incentive Program is starting to send out birthday card reminders plus two-movie ticket passes in exchange for a Teen Well Visit. The goal is to increase SFHP HEDIS Teen Well Visit rates by 8-10% in two years. Ed also mentioned the immunization intervention has been launched. Ed stated that Karen Smith, SFHP Medical Director led a "round robin" exercise to assist in focusing on the specific question regarding low scores reported on "Quality of Care."

- Ed asked the Committee to let him or Sandra Estrada know if they have any medical issues or concerns they would like brought up to the Quality Improvement Committee.

SFHP Staff Reports: Jean Fraser

- Jean gave a follow up from the last Beneficiary Committee meeting. At the last Committee meeting, questions were brought up about the "Yes We Can" asthma program. The Committee wanted to know if there was enough funding for this program to do home visits. Jean stated that SFHP is waiting for a proposal, also "Yes We Can" is doing a study of how well it works to do home visits. The preliminary results will be out in September.
- Jean gave an update on SFHP Healthy Kids enrollment. Jean reported that SFHP has enrolled over 1000 kids. Jean stated that there will be a press conference over at the San Francisco General Hospital enrollment event on May 18th and if the Committee was interested in attending this event to join them.
- Jean also stated that SFHP does offer premium assistance for families. SFHP has 20 different families who are receiving premium assistance. Also, 89% of the families pay for the entire year.
- Jean will do a follow-up on the smoking cessation issue and the rules of the Beneficiary Committee at the next scheduled meeting.

Other Reports:

- There was no other report.

4. Discussion: New Business-Gloria Garcia and Aleta Cannon from CHN

- Gloria Garcia and Aleta Cannon from Community Health Network (CHN) attend the Beneficiary Committee to answer questions the Committee has regarding the facilities at the CHN Headquarters. Gloria and Aleta were able to answer the questions the Committee had. Gloria said she would address the issues of the Beneficiary Committee to the head director, Gene O'Connell of San Francisco General Hospital and give the Committee a response by letter or phone. Gloria and Aleta both passed out their business cards to the Committee for general issues in the future.
- The Committee would like for Aleta and Gloria to come back later in the year to give the Committee a progress report on the issues that were brought up today.

5. Reviewing Committee Goals for 2002

- Due to time constraints, the Beneficiary Committee will review their goals at the next Beneficiary Committee Meeting.

6. Discussion/Action: Consideration of new members

- There were six new prospective members considered for membership. Their membership will be voted on at the next meeting.

7. Public Comment

There was no public comment.

8. Calendar items for next meeting

There were no items to be calendared.

9. Announcements

There was no announcement.

10. Adjournment

The meeting was adjourned at 3:15pm.

Date Approved: 6/14/02

Chair: 

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BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
Friday June 14, 2002
1:00 P.M - 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Reports: Jean S. Fraser
4. Discussion: Rowena Tarantino, SFHP Health Education Manager
5. Reviewing Committee Goals for 2002
6. Discussion/Action: Consideration of new members
7. Public Comment
8. Calendar items for next meeting
9. Announcements
10. Adjournment

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JUN 10 2002

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Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|-------------------|
| • Quality Improvement Committee: | June 19, 2002 |
| • Beneficiary Committee: | July 12, 2002 |
| • Governing Board: | September 4, 2002 |
| • Finance Committee: | September 4, 2002 |

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June 14, 2002

**Beneficiary Committee
Meeting Minutes**

Members Present: Paula Cohen, Sandra Estrada, Ed Evans, Elia Fernandez, Tracey Faulkner, Adrian Gaino, Dana Hughes, Christine Lote, Charla Molina, and Maria Luz Torre and Wendy Vielman

Members Absent Excused: Gilda Serrano

Members Absent: Joanne Alvergue

Guests: None

SFHP Staff: Valerie Huggins and Rowena Tarantino

1. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome was given, introductions were made and the roll call was taken.

2. Approval of Agenda & Minutes

The agenda was approved and the minutes from May 3, 2002 was approved with one spelling correction of the word sensation, which should be spelled cessation.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre

- Maria reported that the Governing Board did meet on June 5, 2002. Maria reported that the Health Plan is generally doing well. She shared the highlights of the medical director's report and the membership profile in terms of ethnicity and age. Maria attended the Healthy Families Advisory Panel Meeting and the Budget Conference Committee agreed to start including parents to Healthy Families effective October 1, 2002, if the Governor approves it. Although there is a proposed reduction in Medi-Cal eligibility for parents from 100% of FPL to 67% of FPL in the May Revise of the Governor's Budget Proposal, with the approval of parent inclusion in October, the state is required to cover the parents who do not qualify for Healthy Families because their income fall below 100% of FPL. Otherwise, we have a weird situation where parents earning between 67% and 100% are not covered.
- Tracy brought to our attention the fact that the quarterly reporting for Medi-Cal is being reinstated. The rationale is to track down families who are no longer eligible so the state saves money. Members will write letters to our legislators to oppose these. This is another red tape that families have to go through and it actually multiplies the administrative cost when families are recertified quarterly instead of annually.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed reported that the Quality Improvement did not meet. The next scheduled Quality Improvement Committee meeting is June 19, 2002. Ed ask if there was anything the Committee wanted to discuss at the Quality Improvement Committee to let him or Sandra know. Ed also stated that he was without a wheelchair for some months and he would like to discuss with the Plan to set up a policy with the different medical groups to make sure this does not happen again.
- Ed mentioned that he will discuss a pharmacy issue that's been occurring with getting the proper medication for patients at the next Quality Improvement Committee.

SFHP Staff Reports: Jean Fraser

- Jean Fraser was not present to do her staff report. Valerie ask the Committee to refer the letter that Jean left for them in her absence.

Other Reports:

- There was no other report.

4. Discussion: Smoking Cessation Presentation, Rowena Tarantino

- Rowena Tarantino, San Francisco Health Plan's Health Education Manager gave a brief presentation on health education. Rowena explained how San Francisco Health Plan health education's system works and where health education classes can be taken.
- Rowena passed out handouts and brochures to the Committee explaining SFHP's health education system and what is offered to members.
- The Beneficiary Committee was interested in finding out about head lice among children, eczema, obesity, and sexually transmitted diseases. The Committee also suggested that a mail out list of classes should go out more frequently.
- Rowena said she would get back to the Committee on the question that was raised. Rowena also passed out her business cards and told the Committee if they have any more questions to give her a call.

5. Reviewing Committee Goals for 2002

The Committee reviewed most of their goals and will continue at the next Beneficiary Committee.

6. Discussion/Action: Consideration of new members

The Committee nominated Adrian Gaino and Christine Lote to become members of the Beneficiary Committee and their nomination will be voted on at the next scheduled Governing Board meeting.

7. Public Comment

There was no public comment.

8. Calendar items for next meeting

Bobbi Wunsch, Strategic Consultant is scheduled to attend the July 12th Beneficiary Committee meeting.

9. Announcements

There was no announcement.

10. Adjournment

The meeting was adjourned at 3:00pm

Date Approved: July 12, 2002

Chair: Maria By Tene

Chair: Tracey Felle

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BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
Friday July 12, 2002
1:00 P.M - 3:00 P.M
568 Howard St. @ 2nd St.
5th Floor Conference Room

1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Reports: Jean S. Fraser
4. Discussion: Strategic Planning-Bobbi Wunsch, Strategic Consultant
5. Reviewing Committee Goals for 2002
6. Discussion/Action: Consideration of new members
7. Public Comment
8. Calendar items for next meeting
9. Announcements
10. Adjournment

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Please Note These Upcoming SFHA Meetings:

- Beneficiary Committee: August 2, 2002
- Quality Improvement Committee: August 7, 2002
- Governing Board: September 4, 2002
- Finance Committee: September 4, 2002

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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DRAFT
July 12, 2002
Beneficiary Committee
Meeting Minutes

Members Present: Blesilda Alnacén, Paula Cohen, Sandra Estrada, Ed Evans, Elia Fernandez, Tracey Faulkner, Dana Hughes, Christine Lotz, Charla Molina, Maria Luz Torre and Wendy Vielman

Members Absent Excused: Gilda Serrano

Members Absent: Joanne Alvergue

Guests: Bobbi Wunsch

SFHP Staff: John Lawler, Jean Fraser and Ellen Kaiser

1. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome was given, introductions were made and the roll call was taken.

2. Approval of Agenda & Minutes

The agenda was approved with one additional item, Healthy Families. The minutes from June 14, 2002 was approved as written.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre

- Maria reported that the Governing Board did not meet. She attended The Child Care Planning Advisory Council meeting where it was reported that the School Readiness Initiative (State Prop 10 fund) will be working with the San Francisco Health Plan to make sure that families participating in the program get the health insurance coverage they need. Many childcare providers want to know if and when they can be covered under the county health plan. The next scheduled Governing Board meeting is September 4, 2002.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed Evans reported that the Quality Improvement Committee did meet. Ed mentioned that there would be a program that will encourage parents to get their children immunized.
- Sandra Estrada mentioned that the Kids Incentive Program is doing well.

SFHP Staff Reports: Jean Fraser

- Jean reminded the Beneficiary Committee that if they want to change rule for who

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can be a Beneficiary Committee member and what the process is. Jean stated that this is something we could work with the Committee on by making a recommendation to the Governing Board, and then change them.

Other Reports:

- There was no other report.

4. Discussion: Strategic Planning-Bobbi Wunsch

- Bobbi Wunsch introduced herself to the Committee. Bobbi explained that Jean and staff of the Governing Board developed a strategic plan for San Francisco Health Plan. Bobbi explained what a strategic plan is. Bobbi stated that a strategic plan has big priorities areas that the Health Plan wants to work on generally over a two or three year period of time. Bobbi stated that she would like feedback from the Beneficiary Committee on the major areas that the Plan should focus on.
- The Committee set aside an hour and thirty minutes for the discussion. The members enthusiastically gave their feedback and input to the strategic plan.

5. Reviewing Committee Goals for 2002

The Committee will continue reviewing and updating their goals at the next Beneficiary Committee.

6. Discussion/Action: Consideration of new members

There was one new member Lynn Hambolm considered for membership.

7. Public Comment

There was no public comment.

8. Calendar items for next meeting

Reviewing Committee goals was calendared for the next Beneficiary Committee meeting.

9. Announcements

There was no announcement.

10. Adjournment

The meeting was adjourned at 3:00pm

Date Approved: August 9, 2002

Chair: Maria L. Tene

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BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
Friday August 9, 2002
1:00 P.M. – 3:00 P.M.
568 Howard St. @ 2nd St.
5th Floor Conference Room

DOCUMENTS DEPT.

AUG 9 2002

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1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Reports: Jean S. Fraser
4. Reviewing Committee Goals for 2002
5. Discussion/Action: Consideration of new members
6. Public Comment
7. Calendar items for next meeting
8. Announcements
9. Adjournment

Please Note These Upcoming SFHA Meetings:

- Quality Improvement Committee: August 7, 2002
- Governing Board: September 4, 2002
- Finance Committee: September 4, 2002
- Beneficiary Committee: September 6, 2002

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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SEP 9 2002

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August 9, 2002
Beneficiary Committee
Meeting Minutes

Members Present: Joanne Alverque, Sandra Estrada, Ed Evans, Elia Fernandez, Tracey Faulkner, Dana Hughes, Christine Lotz, Maria Luz Torre and Wendy Vielman

Members Absent Excused: Blesilda Almacén, Paula Cohen, Charla Molina and Gilda Serrano

Members Absent: None

Guests: Yesenia and Flor Fernandez

SFHP Staff: Valerie Huggins

1. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome was given, introductions were made and the roll call was taken.

2. Approval of Agenda & Minutes

The agenda was approved with one amendment, the health fair for Healthy Kids at San Francisco State University. The minutes from July 12, 2002 was approved as written.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre

- Maria reported that the Governing Board did not meet. The next meeting is scheduled for September 4, 2002.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed and Sandra reported the Quality Improvement Committee did meet. Ed mentioned that the Committee discusses how the Plan is improving. Ed also mentioned that the Committee resolved some compliant that are confidential and cannot be discussed with the Committee.
- Sandra mentioned talked about Pharmacists being trained for the morning after pill.

SFHP Staff Reports: Jean Fraser

- There was no staff report.

Other Reports:

- There was no other report.

4. Reviewing Committee Goals for 2002

The Committee reviewed their goals for 2002 and will start working on 2003 goals.
Some of the goals were already accomplished. *Add list*

5. Discussion/Action: Consideration of new members

There was one prospective member considered for membership. Her name is ~~Pro~~ *Yesenia* Fernandez.

6. Public Comment

There was no public comment.

7. Calendar items for next meeting

There were no items to be calendared.

8. Announcements

There was no announcement.

9. Adjournment

The meeting was adjourned at 3:00pm

Date Approved:

Marilyn Tene Sept 6, 2002

Chair:

Tracey Foulke 9/6/02

BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
Friday September 6, 2002
1:00 P.M. – 3:00 P.M.
568 Howard St. @ 2nd St.
5th Floor Conference Room

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SEP 3 2002

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1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Reports: Bob Menezes
4. Reviewing Committee Goals for 2002
5. Discussion/Action: Consideration of new members
6. Public Comment
7. Calendar items for next meeting
8. Announcements
9. Adjournment

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Please Note These Upcoming SFHA Meetings:

- Quality Improvement Committee: October 2, 2002
- Beneficiary Committee: October 4, 2002
- Finance Committee: October 28, 2002
- Governing Board: November 6, 2002

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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**September 6, 2002
Beneficiary Committee
Meeting Minutes**

Members Present: Blesilda Almacén, Paula Cohen, Sandra Estrada, Ed Evans, Elia Fernandez, Yesenia Fernandez, Tracey Faulkner, Dana Hughes, Maria Luz Torre

Members Absent Excused: Adrian Gaino, Christine Lotz and Gilda Serrano

Members Absent: Wendy Vielman

Guests: Lynn Gavin and Nicole Avist

SFHP Staff: Valerie Huggins, Bob Menezes and Jean Fraser

1. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome was given, introductions were made and the roll call was taken.

2. Approval of Agenda & Minutes

The agenda was approved with two amendments, Quality Symposium in Los Angeles and the Beneficiary Committee goals for 2003. The minutes from August 9, 2002 was approved with one correction of member name Yesenia Fernandez.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre

- Maria reported that the Governing Board did meet on September 4, 2002. Maria briefly reviewed materials from the Governing Board meeting with the Beneficiary Committee.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed reported that the Quality Improvement Committee met on August 7th. Ed mentioned that he would find out if the Health Plan cover a seventh day Adventist health care practitioner. Ed said he would bring this issue up at the next Quality Improvement Committee meeting.

SFHP Staff Reports: Jean Fraser

- Jean gave a brief staff report. Jean reported that San Francisco Health Plan is the first Plan in the State to cover the giving out of emergency contraception at the pharmacy without requiring members to go to a doctor to get it.
- Jean distributed handouts to the Committee. The handouts included Jean's CEO report to the Governing Board, an invite to a Symposium on September 26th in Los

Angeles, a printout on how to talk to your doctor and feedback from the Beneficiary Committee Strategic Planning process.

Other Reports:

- Bob Menezes, SFHP's Communication Manager attended the Beneficiary Committee. Bob passed out handouts on the member handbook. Bob asked for feedback from the Committee on how SFHP can make the member handbook better. The Committee shared many ideas.
- Bob asked the Committee to contact him if they have more ideas or comments.

4. Reviewing Committee Goals for 2002/2003

The Committee reviewed most of their goals for 2002/2003. The Committee will continue their goals at the next Beneficiary Committee meeting.

5. Discussion/Action: Consideration of new members

There were two prospective members considered for membership. Their names are Lynn Gavin and Nicole Avist.

6. Public Comment

There was no public comment.

7. Calendar items for next meeting

There were no items to be calendared.

8. Announcements

There was no announcement.

9. Adjournment

The meeting was adjourned at 3:15pm

Date Approved: Nov 8, 2002

Co-Chair: Maria L. Tene

Co-Chair: Nancy Felt

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**October 4, 2002
Beneficiary Committee
Meeting Minutes**

Members Present: Blesilda Almacén, Nicole Avist, Paula Cohen, Sandra Estrada, Ed Evans, Elia Fernandez, Yesenia Fernandez, Tracey Faulkner, Adrian Gaino, Lynn Gavin, Dana Hughes, Christine Lotz, Maria Luz Torre and Wendy Vielman

Members Absent Excused: Gilda Serrano

Members Absent: Joanne Alvergúe and Charla Molina

Guests: Wanda Jung, Tom Conrow and Amica Gaino

SFHP Staff: Rowena Tarrantino and Mario Moreno

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1. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome was given, introductions were made and the roll call was taken.

2. Approval of Agenda & Minutes

The agenda was approved. The minutes from September 6, was not approved due to incomplete section. These minutes will be approved at the November 8th Beneficiary Committee meeting.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre

- Maria reported that the Governing Board did not meet. The next schedule meeting is for November 6, 2002.
- Maria talked about the funding for Healthy Kids. She mentioned that part of the funding comes from Department of Children, Youth and their Families (DCYF) and the Mayor's office has taken away 700K to put into the reserves. Maria also mentioned that there was a lot of community organizations were at City Hall to testify at the Board of Supervisors meeting.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed reported that the Quality Improvement Committee meeting was cancelled due to a lack of quorum. The next Quality Improvement Committee meeting is December 4, 2002.

SFHP Staff Reports: Mario Moreno

- Mario invited the Committee to come to the enrollment event on October 5th in the Tenderloin.

- Mario briefly spoke about the MRMIB meeting that he attended today. He stated that this meeting relates to Medi-Cal. He also clarified that with Medi-Cal you are actually looking at two different pieces, there is the newest program, which is for Medi-Cal for children. Mario mentioned that when you apply for Medi-Cal for children, you could now come to the Plan and have an outreach staff member assist you. This program is for children only from 0 to their 19th birthday. Mario also mentioned that the State has implemented as of the last month, accelerated Medi-Cal, which is something SFHP has already tried it and it does work. The application goes straight to Sacramento and the cards are getting into the mail within two weeks. The application then goes to the county and from there the county processes it for managed care.
- The Committee asked several questions. Mario was able to answer most of their questions.

Other Reports:

- Ed Evans reported that he attended the Community Health Councils Quality Symposium in Los Angeles. Ed asked if anyone was interested in hearing about the Symposium to give him a call.

4. Discussion: Wanda Jung and Tom Conrow, Medi-Cal

- Wanda and Tom introduced themselves to the Committee. Wanda talked a little about some changes with Medi-Cal since the last time she attended the Beneficiary Committee meeting. Wanda mentioned in terms of regulations they've been pretty stabilized. Wanda stated that Medi-Cal does not have to report any requirements and Medi-Cal is not required to do face-to-face interviews in any application process whether its applying for the first time or renewing your Medi-Cal case. Wanda also stated that Medi-Cal has been trying to be more efficient with how Medi-Cal have client access the services. Wanda said that recently Medi-Cal developed an excellent very easy to read brochure that will assist you with applying for Medi-Cal.
- Wanda also mentioned the other thing Medi-Cal is doing is making applying for health care benefits easy as possible for everyone. If one is not eligible for Medi-Cal that we can make that a one application process for Medi-Cal, Healthy Families and Healthy Kids.
- The Committee asked several questions. Wanda and Tom were able to answer most of their questions and concerns.

5. Reviewing Committee Goals for 2002/2003

Due to time constraint, the Committee was unable to review their goals.

6. Discussion/Action: Consideration of new members

The Committee voted Nicole Avists in as a new member to the Beneficiary Committee.

7. Public Comment

There was no public comment.

8. Announcements

- Tracey announced that SFHP will have a family event tomorrow October 5th in the Tenderloin from 11am-3pm. Also, on October 29th at State University there will be a Health Fair including SFHP.
- Sandra announced that St. Luke's Hospital is having a Mission Health Care Career and job fair on October 5th.

9. Adjournment

The meeting was adjourned at 3:00pm

Date Approved: Nov 8, 2002

Co-Chair: Maria L. Tye

Co-Chair: Tracey Gale

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DEC 16 2002

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November 8, 2002
Beneficiary Committee
Meeting Minutes

Members Present: Blesilda Almacén, Nicole Avist, Sandra Estrada, Ed Evans, Elia Fernandez, Yesenia Fernandez, Tracey Faulkner, Adrian Gaino, Lynn Gavin, Dana Hughes, Christine Lotz, and Maria Luz Torre

Members Absent Excused: Joanne Alvegue and Gilda Serrano

Members Absent: Paula Cohen, Charla Molina and Wendy Vielman

Guests: Kelly Imos and Dawn Acosta from Vision Service Plan

SFHP Staff: Valerie Huggins and Jean Fraser

1. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome was given, introductions were made and the roll call was taken.

2. Approval of Agenda & Minutes

The agenda was approved. The minutes from September 6th and October 4th were approved as written.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre

- Maria gave a brief report from the Governing Board meeting on Wednesday, November 6, 2002. She reported that the Governing Board reviewed the proposed Strategic Plan. Maria said that the Board was given questions to give their feedback.
- Tracey stated that the priority areas was to implement a program to get parents into Healthy Families, access and focusing on improving SFHP HEDIS rates. The Board did not make a final decision.
- Tracey also mentioned that the Board talked about the reserves and the possibility of buying a building. Tracey said that the Board will vote on the proposed strategic plan at the January 8, 2003 Governing Board meeting.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed reported that the Quality Improvement Committee did not meet due to lack of quorum. The next meeting is December 4, 2002.
- Ed also mentioned that one of the concerns he and Sandra have is access to different hospitals. Ed said he would bring this issue up at the next Quality Improvement Committee meeting.

SFHP Staff Reports: Jean Fraser

- Jean reviewed the strategic planning process with the Committee. Jean went over the steps that were taken to develop the strategic plan.
- Jean mentioned that the Beneficiary Committee's input was very valuable in getting the Plan to focus on access. A copy of the draft plan was distributed.
- Jean also talked about the new items SFHP will be doing over the next couple of years.

Other Reports:

- Ed mentioned a resolution to work with DHS regarding more choices for eyewear and to pay the difference on better glasses.

4. Discussion: Kelly Imos and Dawn Acosta from VSP

- Dawn Acosta and Kelly Imos gave an overview of who they are and what they do.
- The Committee wanted to know why Medi-Cal only allows one pair of eyeglasses a year.
- Dawn stated that the State of California continues to mandate that the Managed Medi-Cal Plans use the PIA system, which is not a VSP requirement. The State set this up as a regulatory requirement. Dawn mentioned that there is replacement coverage and VSP has to follow what the State has dictated the benefit and the coverage level for Medi-Cal beneficiaries. When health plans interact with VSP must follow that plan design.
- Dawn and Kelly provided the Committee with packets about VSP and the Medi-Cal benefits.

5. Discussion/Action: Consideration of new members

There were no new members for consideration. Committee will invite Gavin Newsome representative to the Committee to discuss care not cash. The Committee voted to send Committee members to the UCSF Annual conferences.

6. Public Comment

There was no public comment.

7. Calendar items for next meeting

There were no items to be calendared.

8. Announcements

Sandra announced UCSF 10th Annual Controversies Conference for Women's Health on December 5th and 6th here in San Francisco.

9. Adjournment

The meeting was adjourned at 3:00pm

Date Approved: 12/12/02

Co-Chair: Mani Singh

Co-Chair: Quacey

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BENEFICIARY COMMITTEE SAN FRANCISCO HEALTH AUTHORITY

Maria Luz Torre, Co-Chair
Ph: 343-3382

Tracey Faulkner, Co-Chair
Ph: 563-5480

Meeting Agenda
Friday December 13, 2002
1:00 P.M – 3:00 P.M.
568 Howard St. @ 2nd St.
5th Floor Conference Room

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DEC 16 2002

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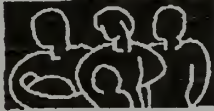
1. Welcome, Introductions & Roll Call
2. Adopt Agenda/Approve Minutes
3. Reports
 1. Chairs & Governing Board: Maria Luz Torre & Tracey Faulkner
 2. Quality Improvement: Edward Evans & Sandra Estrada
 3. Staff Reports: Jean Fraser
4. Review of SFHP efforts to encourage Initial Health Assessments- (Rowena Tarantino)
5. Discussion/Action: Consideration of new members
6. Public Comment
7. Calendar items for next meeting
8. Announcements
9. Adjournment

Please Note These Upcoming SFHA Meetings:

- | | |
|----------------------------------|------------------|
| • Finance Committee: | January 8, 2003 |
| • Governing Board: | January 8, 2003 |
| • Beneficiary Committee: | January 10, 2003 |
| • Quality Improvement Committee: | February 5, 2003 |

The Committee meetings are public and wheelchair accessible. The Committee requests accommodations for those with allergies or chemical sensitivity. Please refrain from the wearing of scented products.

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HEALTH PLAN

FAX COVER SHEET

DATE: 1/13/02
TO: TERRY Gwiazdowski
COMPANY: SF library
FAX: 557 4475 PAGES (including cover): 34

FROM:
Valerie Huggins
Executive Assistant to CEO & CFO
568 Howard Street, 5th Fl.
San Francisco Health Plan
San Francisco, CA. 94105
TELEPHONE: (415) 547-7818 ext. 235
FAX: (415) 547-7824

COMMENTS: approved mins

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JAN 13 2003

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December 13, 2002
Beneficiary Committee
Meeting Minutes

Members Present: Blesilda Almacén, Nicole Avist, Paula Cohen, Sandra Estrada, Ed Evans, Elia Fernandez, Yesenia Fernandez, Tracey Faulkner, Adrian Gaino, Dana Hughes, Christine Lotz, Maria Luz Torre and Wendy Vielman

Members Absent Excused: Lynn Gavin

Members Absent: Joanne Alvergue, Gilda Serrano and Charla Molina

Guests: None

SFHP Staff: Jean Fraser, Valerie Huggins, Michelle Persha and Rowena Tarantino

1. Welcome, Introductions and Roll Call:

The meeting was called to order. Welcome was given, introductions were made and the roll call was taken.

2. Approval of Agenda & Minutes

- The agenda was approved with one amendment the addition of a discussion of goals for 2003. The minutes from the November 8, 2002 meeting were approved with some corrections. There were two corrections in consideration of new members section, which should read; the Committee would like to invite Gavin Newsome or a representative to one of the Committee meetings to discuss his Care Not Cash idea.
- The Committee added to the discussion/action section, which should read; the Committee voted to send Committee members to the UCSF Annual Conference-Controversies for Women's Health on December 6, 2002.

3. Committee Reports:

Chair & Governing Board Report-Maria Luz Torre

- Maria reported that the Governing Board did not meet. The next meeting is January 8, 2003.
- Maria gave a report on the Healthy Families Advisory Panel meeting in Burbank.
- Maria also mentioned that on last Friday the Governor submitted his first budget cut and 1931(B) Medi-Cal was one of the cuts. Maria asked if the Committee could make calls to the Governors' office and indicate the concerns about the cuts and health care.

Q.I./GAR Report-Ed Evans & Sandra Estrada

- Ed gave a report from the Quality Improvement Committee. Ed stated that the Committee followed up on some member complaints, wheelchair access and new policies.
- Sandra stated that the Committee discussed clinic referrals and the audit results. Sandra also mentioned that the Committee received the new SFHP formulary and a list of resources to weigh large members.

SFHP Staff Reports: Jean Fraser

- At the last Beneficiary Committee meeting there were some concerns about the Committee's budget. Jean explained that the expenses are calculated for the fiscal year. Jean also mentioned that future requests for conferences/trainings must be approved by one of the co-chairs and then the Plan will check the budget before paying for it.
- Jean led the Committee in a long discussion of the Committee's goals for 2003. Jean gave a preliminary response from SFHP orally. Jean will try to have a written response to each one of the goals for the January 10, 2003 Committee meeting.

Other Reports:

There were no other reports.

4. Review of SFHP Efforts to Encourage Initial Health Assessments:

Rowena Tarantino

- Rowena and Michelle described the Initial Health Assessment (IHA). An IHA is a requirement from the State that all new health plan members need to have an initial health assessment with their provider within 120 days of enrollment with the health plan.
- Rowena asked for some feedback from the Committee about some of the challenges and barriers for individuals going for their initial visit.
- The Committee had some great suggestions on the efforts to encourage members to go for their initial health assessment. See attached.

5. Discussion/Action: Consideration of new members

- There were no new members for consideration.
- The Committee requested Ed to invite Gavin Newsome or his aide to come and educate the Committee on the Care-Not-Cash program.
- The Committee is also interested in communicating to Leland Yee and Mark Leno their concerns about the Governor's proposal to lower eligibility for Medi-Cal.

6. Public Comment

There was no public comment.

7. Calendar items for next meeting

There were no items to be calendared.

8. Announcements

- Maria passed out a flyer from Parent Voices called Parents Action to Save Stage Three Child Care at the State Capitol building in Sacramento on Monday, December 16, 2002 at 8am.
- Maria will be having a potluck at her place, 3101 21st Street at South Van Ness on Saturday, December 14, 2002 from 10am-12pm. Maria asked anyone who was interested in attending to rsvp.

9. Adjournment

The meeting was adjourned at 3:00pm

Date Approved: _____

Co-Chair: _____

Co-Chair: _____

1. The first part of the paper discusses the importance of the study and the objectives of the research. It also provides a brief overview of the methodology used in the study.

2. The second part of the paper presents the results of the study. It includes a detailed description of the data collected and the analysis performed. The results are presented in a clear and concise manner, using tables and figures where appropriate.

3. The third part of the paper discusses the implications of the study. It highlights the key findings and their significance for the field of study. It also provides suggestions for future research and practical applications.

4. The fourth part of the paper is the conclusion. It summarizes the main points of the study and reiterates the importance of the findings.

| Year | Population | GDP |
|------|--------------|----------------|
| 2010 | 1.2 billion | \$1.5 trillion |
| 2011 | 1.25 billion | \$1.6 trillion |
| 2012 | 1.3 billion | \$1.7 trillion |
| 2013 | 1.35 billion | \$1.8 trillion |
| 2014 | 1.4 billion | \$1.9 trillion |

